EagleCash Stored Value Card (SVC) Training

Operational Support Team
United States Army Financial Management Command

Task, Condition, Standards

TASK: Conduct SVC Training Operations.

CONDITION: Given a requirement to conduct SVC Operations in
a contingency environment, IAW DODFMR Volume 5 and SVC SOP.

STANDARDS: Student should be able to perform the following
without error:

1. Card Management Control Procedures
2. Card Issuance Procedures
3. Loading Value to SVC
4. Un-loading Value to SVC
5. Incident Reporting
6. End of Day Processing

AGENDA

- **What is EagleCash SVC?**
- **EagleCash Capabilities**
- **How does EagleCash Work?**
- **SVC EagleCash Cards**
- **Card Management**
- **DD Form 2887**
- **Card Issuance**
- **ECC SVC Card Loads and Sales**
- **Collecting Merchant's POS Transactions**

AGENDA (Con't)

- **ECC SVC Unloading**
- **Incident Report**
- **End-of-Day Processing**
- **AKO EagleCash Website**
- **Laptop to Kiosk Manual Transaction Collection**
- **Kiosk Maintenance**
- **SVC Form 411 and SVC Form 412**
- **Contact Information**
- **Questions**

What is EagleCash Stored Value Card (SVC)?

- EagleCash is a Stored Value Card (SVC) provided for service-members and authorized personnel as a cash management tool to enhance financial flexibility on the battlefield.
- EagleCash SVC is linked to the user's checking account for funds management.
- Similar in concept to pre-paid gas, gift, or phone cards.
- "Smart Card"- secure computer chip stores and processes "electronic currency".

- Issued at CONUS SRP sites, Mobilizations sites and DMPO's and OCONUS sites.
- Provides deployed personnel "24/7" fee-free access to personal funds
- No "on-line" telecom requirement as transactions are processed "off-line"
- Solves multiple business objectives:
  - Convert cash and paper transactions to electronic
  - Reduce cash handling costs
  - Automates administrative processes
  - Reduce risk of loss/theft
  - Speed transaction times
  - Auditable

- Aligned with DOD and Treasury Transformation Initiatives
- Proven U.S. Military application: since inception, over 2.9 million cards have been issued and $2B plus in electronic value loaded
- Supports the President's Agenda for Electronic Commerce

EagleCash User Capabilities

- Load (deposit) up to $350.00 ($200 for Afghanistan) per day from the linked account to the EagleCash SVC via electronic funds transfer (EFT).
- Unload (return) up to the full funds balance on the SVC to the linked account via EFT.
- Card to Card Transfer up to the full funds balance to another EagleCash SVC holder via an EagleCash kiosk.
- Maximum Card Limit is $9,999.99.

How does EagleCash Work?

- Financial Management Unit issues card (at SRP site, DMPO's, or in Theater), issues PIN by cardholder and financial data on the EagleCash SVC.
- The EagleCash SVC allows users direct access to withdrawing electronic funds from their checking account in a deployed environment through an EagleCash kiosk or at an Army finance office.
- A withdrawal of funds represents writing an "electronic check" from the account. Transactions post on the account within 48 hours.
- It is NOT a cash advance or any other type of loan.
- EagleCash SVC is intended for a deployed environment and has an expiration date based on the individual's deployment timeline.
  - Active (17 months)
  - Reserve (14 months)
  - 13 Months
  - Other (Determined by Finance Office command)

EagleCash SVC Cards

CUSTOMER CARD

MERCHANT DEPOSIT CARD

AGENT CARD

Card Management

- **Card Issuance –** Disbursing Agent is responsible for the issuance of the EagleCash SVC to the Cashier or Customer Service Representative. While they have no monetary value, should be treated as blank check stock (IAW DODFMR Volume 5).

- **End of Day Process** – Return unissued EagleCash SVC card with the SVC EOD Issuance Report and completed DD Form 2887's.

- **Storage –** Un-issued SVCs should be secured and maintained in the safe.

- **Inventory –** Un-issued SVCs should be inventoried on the 1st of every month and e-mail sent to FRBB: eagle@bos.frb.org.

Card Management (Con't)

⌗ Replenishment

- Based on review of monthly inventory and historical levels of issuance.
  - Additional EagleCash SVCs will be shipped by the FRBB.
  - The FM unit can request additional EagleCash SVCs at any time by completing the SVC Form 411.

EagleNotes

- If you change or close the account associated with EagleCash SVC, you MUST go to finance to have your card updated!

- Ensure your Spouse is aware you have the EagleCash SVC, they will see the transactions on the account statements; "ACH W/D-US TREAS - EAGLE CASH KIOSK".

- If your deployment is extended, ensure your EagleCash SVC expiration date is adjusted as needed.

- Remember, you MUST have the funds in your account when transferring "electronic cash" to your card.

DD Form 2887

- Explanation of DD Form 2887
- Completion of the DD Form 2887
- Mailing requirements to FRBB
  - Weekly
- Local filing requirements
- Future scanning

DD Form 2887
(FEB 2009)

APPLICATION FOR DEPARTMENT OF DEFENSE (DoD) STORED VALUE CARD (SVC) PROGRAMS	OMB No. 0730-0016 OMB approval expires Oct 31, 2011

PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ADDRESS IN THE PARAGRAPH BELOW. SUBMIT COMPLETED FORMS AS SHOWN IN "DIRECTIONS". The public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, Executive Services Directorate, Information Management Division, 1155 Defense Pentagon, Washington, DC 20301-1155 (0730-0016). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

PRIVACY ACT STATEMENT

AUTHORITY: P.L. 104-134, Debt Collection and Improvement Act 1996, as amended; Department of Defense Financial Management Regulation (DoDFMR) 7000.14-R, Vol. 5, Chapter 17; 5 U.S.C. 5514; 31 U.S.C. Sections 1322 and 3720A; 37 U.S.C. Section 1007; 31 CFR 210 and 285; and E.O. 9397.
PRINCIPAL PURPOSE(S): To enroll individuals in DoD Stored Value Card (SVC) programs; to obtain authorization to initiate debit and credit entries to individual's accounts; and to facilitate collection of any delinquent amounts.
ROUTINE USE(S): The information on this form may be disclosed as generally permitted under 5 U.S.C. Section 552a(b) of the Privacy Act of 1974, as amended. It may be disclosed outside of DoD to the U.S. Department of the Treasury, Fiscal and Financial Agents and their contractors involved in providing DoD SVC services. In addition, other Federal, State, or local government agencies that have identified a need to know may obtain this information for the purpose(s) as identified in the DoD Blanket Routine Uses as published in the Federal Register.
DISCLOSURE: Disclosure is voluntary; however, failure to furnish the requested information may significantly delay or prevent your participation in the DoD SVC program.

DIRECTIONS: Submit completed form to Disbursing or Finance Office or other authorized person coordinating enrollment for DoD-approved SVC program. Provide bank or credit union information if you wish to transfer funds from your bank or credit union account to your SVC account at an SVC kiosk or cashless ATM. For more information about DoD SVC programs, please visit http://www.fms.treas.gov/eaglecash or http://www.fms.treas.gov/navycash.

1. STORED VALUE CARD (SVC) PROGRAM APPLYING FOR (X as applicable)

EAGLECASH	NAVY CASH/MARINE CASH	OTHER (Specify)

SECTION I - APPLICANT PERSONAL INFORMATION

2. RATE, RANK, TITLE		3. FIRST NAME	4. MIDDLE INITIAL	5. LAST NAME
6. SSN	7. PAY GRADE	8. MILITARY BRANCH OR COMPANY NAME (Contractors)	9. DATE OF BIRTH (MMDD)	10. MOTHER'S MAIDEN NAME OR KEYWORD (Required for security purposes)

11.a. MILITARY DUTY ADDRESS (For Navy/Marine Cash include assigned Division, Unit, etc.) OR WORK ADDRESS (Contractors)			b. USMC ONLY	
			(1) MEU	(2) MLG
c. CITY		d. STATE	e. ZIP CODE	f. COUNTRY

12.a. RESIDENCE/PERMANENT ADDRESS				
b. CITY		c. STATE	d. ZIP CODE	e. COUNTRY

13. WORK TELEPHONE NUMBER	14. CELL TELEPHONE NUMBER	15. E-MAIL ADDRESS

SECTION II - APPLICANT BANK OR CREDIT UNION INFORMATION

16.a. BANK OR CREDIT UNION NAME	b. CITY	c. STATE	d. ZIP CODE

17. ABA ROUTING NUMBER (9-digit number)	18. ACCOUNT NUMBER

19. ACCOUNT NAME (Your name as it appears on your account)	20. ACCOUNT TYPE (X one)	
	CHECKING	SAVINGS

SECTION III - STATEMENTS OF UNDERSTANDING

DEBT COLLECTION/WAIVER OF PRIOR DUE PROCESS: In consideration of receiving a DoD SVC, I hereby knowingly and voluntarily consent to the immediate collection from my pay (military or civilian DoD pay), without prior notice or prior opportunity for a hearing or review, of any amounts that may become due and owing as a result of my use of the SVC. This means the government may deduct amounts owed from my pay as authorized by 5 U.S.C. 5514, 37 U.S.C. 1007, and other applicable laws. If I am employed by a contractor or if I am no longer receiving military or civilian pay, and amounts remain or become due and owing, I understand that the government will initiate debt collection procedures in accordance with the Federal Claims Collection Standards (31 C.F.R. Parts 900-904) and Chapters 28-32, Volume 5, DoD 7000.14-R, DoD Financial Management Regulation.
EXPIRED, LOST, STOLEN, OR DAMAGED CARD: When my DoD SVC expires, any value remaining will be forwarded to my bank or credit union account specified above. If the account has been closed or if any value remaining on the SVC cannot be forwarded to the account for any other reason, I understand that the funds will be transferred to an account in the U.S. Treasury in accordance with 31 U.S.C. 1322 and that I retain the right to claim such funds. For Navy Cash/Marine Cash only: If my DoD SVC is lost, stolen, or damaged, I may be charged a fee for a replacement card.
ADDITIONAL TERMS AND CONDITIONS: By using the DoD SVC, I agree to accept the terms and conditions for use of the SVC established by the issuer of the card. This form may be imaged and kept on file electronically by the U.S. Department of the Treasury and/or its Financial or Fiscal Agent. The electronic image shall be considered the legal equivalent of the original.

SECTION IV- AUTHORIZATION TO MAKE DoD SVC TRANSFERS ELECTRONICALLY TO AND FROM MY BANK OR CREDIT UNION ACCOUNT

I authorize the U.S. Treasury's Financial Agent to initiate debit and credit entries to my bank or credit union account at the financial institution specified above in order to fulfill any requests I may make to transfer funds between my bank or credit union account and my SVC account.

21. SIGNATURE	22. DATE SIGNED (YYYYMMMDD)

SECTION V - FOR OFFICE USE ONLY

23. ISSUED BY (Disbursing/Finance Office Name/Location)	24. CARD NUMBER (Last 6 digits)

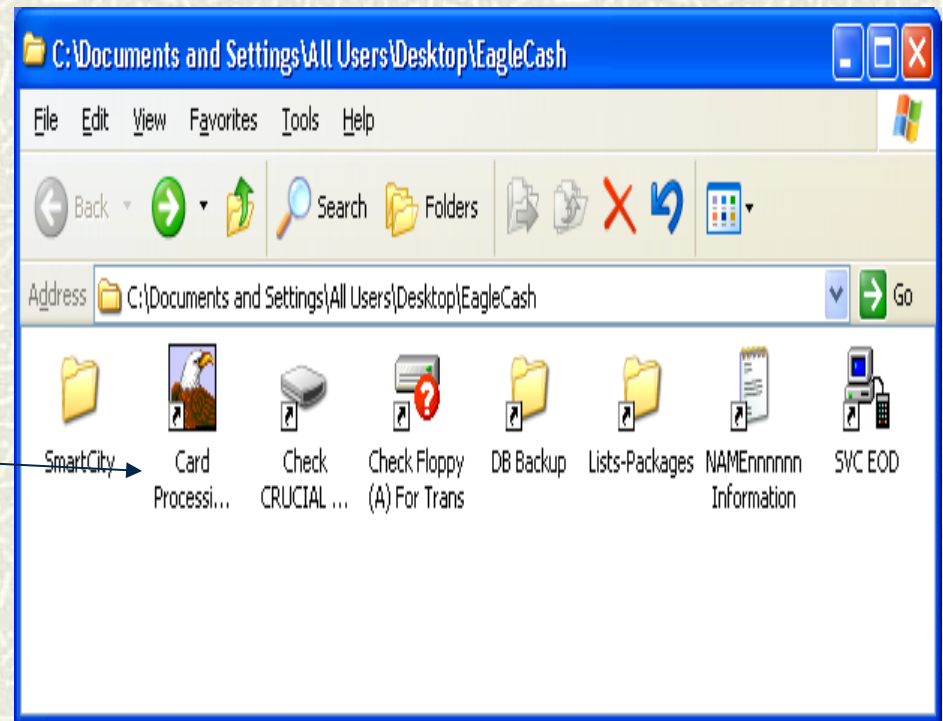| DD FORM 2887, FEB 2009	PREVIOUS EDITION IS OBSOLETE.	Reset	Adobe Professional 8.0

Card Issuance With Zero Value Loaded

All programs start from the EagleCash (EC) folder.

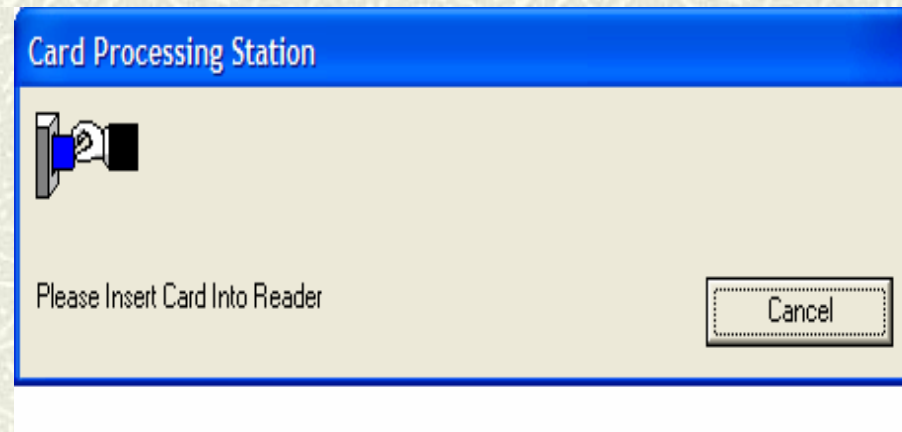## Select the "Card Processing Station" icon from the EC Screen.

Card Issuance With Zero Value Loaded (Con't)

- **When prompted, insert EC card into card reader.**

- **Confirm that the customer has signed the DD Form 2887.**

Card Processing Station

Please Insert Card Into Reader

Cancel

Card Issuance With Zero Value Loaded (Con't)

- **The "Issue Card" screen appears.**
- **From presented ID, type first/last name and SSN.**
- **In the "Card Usage" field use the drop down box to select: Service Member (Active, Reserve or NG), Contractor, or Visitor.**

  Do not use "Training" or "Program Test".

- **Assign "Expiration Date."**
- **Select "Issue."**

Issue Card

Cardholder Information:

First Name: John

Last Name: Smith

SSN: 111222333

Card Usage: Service Member

Expiration Date (months) :
- ● Active Duty   17 Months
- ○ Reservist   14 Months
- ○ 13 Months
- ○ Other   [   ] Months

Issue   Cancel

Card Issuance With Zero Value Loaded (Con't)

- Ask customer to enter a new PIN twice and click OK.

- Note: PIN cannot be 'trivial' such as 1111, 1234.

New 4-digit PIN

New PIN   xxxx

Re-Enter PIN   xxxx

[OK]   [Cancel]

Card Issuance With Zero Value Loaded (Con't)

▣ **"Activating Card" screen will appear. The information collected for the cardholder is automatically added onto the chip and into the database.**
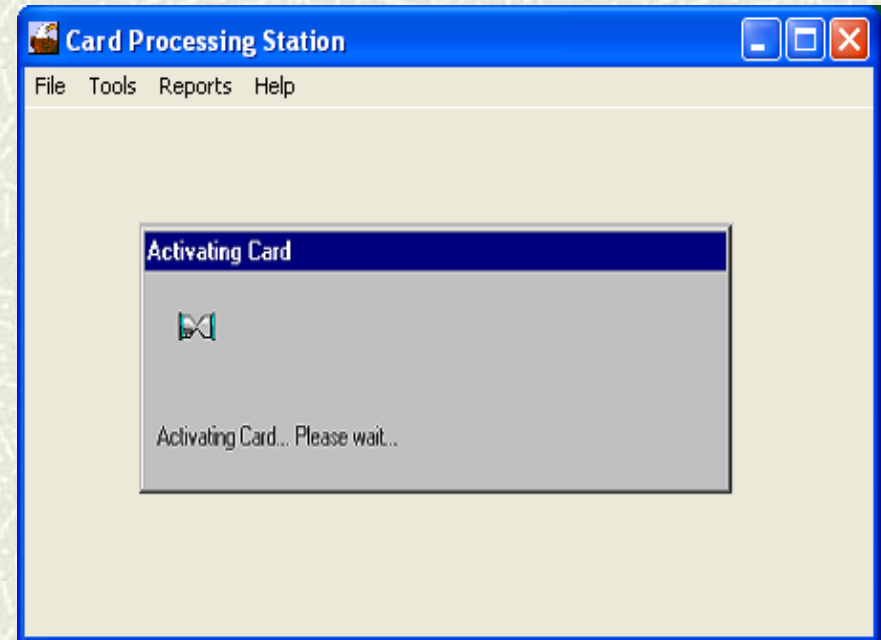
Card Issuance With Zero Value Loaded (Con't)

- If the customer does not wish to enroll, click Cancel on the screen to complete the issuance process.

- If you cancel out of the enrollment process you will get the warning below. Click 'Yes' to confirm the enrollment cancellation if desired.

Bank Account Info

SSN: 111-22-2333
Name: Smith, John

Bank Account Info
ABA Number: _____
Account Number: _____

Account Type: ○ Checking
               ○ Savings

Daily Download Limit: $ 350

Address 1: _____
Address 2: _____
Address 3: _____
City: _____
State/District: _____
Postal Code: _____
Country: UNITED STATES ▼

[OK]   [Cancel]

Card Processing Station

Warning: Card was NOT enrolled in Cashless Kiosk program. Are you sure you want to cancel?

[Yes]   [No]

⊞ **The "Bank Account Information" screen appears.**

⊞ **Enter the 9-digit ABA number on bottom of the customer's check.**

- **If a service member, the banking information can be retrieved in DJMS as well.**

- **Savings accounts MUST be able to accept ACH transactions * See AKO EagleCash website- ACH Return List.**

Bank Account Info

SSN: 012-34-5689
Name: Doe, John

Bank Account Info

ABA Number: 011876540
Account Number: 11112222
Account Type: ⊙ Checking
              ○ Savings

Daily Download Limit: $ 350

Address 1: Applicant Address
Address 2:
Address 3:
City: Applicant Town
State/District: Ma.
Postal Code: 01111
Country: UNITED STATES

OK   Cancel

Card Issuance With Zero Value Loaded (Con't)

- Select the type of account, either checking or savings.

- "Daily Download Limit" is pre-set, do not change.

- Enter the cardholder's address information in the lower half of the screen, permanent address.

- When all information is entered and correct, select "OK" to continue with Cashless Kiosk Enrollment.

Bank Account Info

SSN: 012-34-5689
Name: Doe, John

Bank Account Info

ABA Number:	011876540
Account Number:	11112222
Account Type:	⊙ Checking
	○ Savings

Daily Download Limit: $ 350

Address 1:	Applicant Address
Address 2:	
Address 3:	
City:	Applicant Town
State/District:	Ma.
Postal Code:	01111
Country:	UNITED STATES

OK   Cancel

♯ **WAIT for the process to complete. The message will appear when the process is complete. Click OK.**

Card Processing Station ✕

Cashless Kiosk Updates complete.

OK
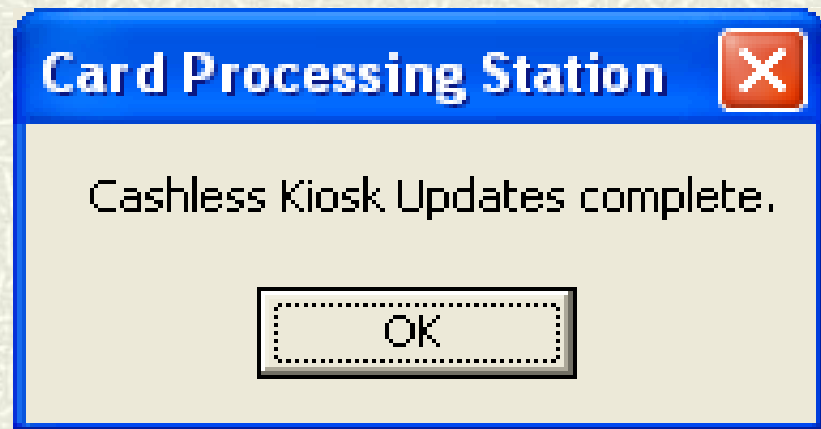
Card Issuance With Zero Value Loaded (Con't)

- **"Update Card" screen appears. FM unit can update banking information, reset PIN, or load money to card.**

- **When banking information is entered and saved, select "Cancel" to save banking information and issue a card. This will not enter a monetary value to the card.**

- **Card issuance without monetary value is generally used for pre-issuance or mass issuance of cards.**

Update Card

General Information
SSN: 012-34-5689
Full Name: Doe, John
Current Balance: $0.00
Card Usage: Service Member
Current Expiration Date: 03/31/2010   Change...

Cashless Kiosk
Card IS enrolled in Cashless Kiosk program: Update Banking Info...

PIN
Use Reset PIN to unlock softlocked cards: Reset PIN...

Revalue
Revalue Amount: _____
Tender Type: [Please Select]... ▼   Revalue

Cancel

Card Issuance With Zero Value Loaded (Con't)

- Remove card from card reader.
- Cashier will print the customer's name on top of signature stripe on back of card.
- Have customer sign his/her name on second signature stripe on back of card.
- Issue plastic sleeve and disclosure statement for each card.
- If DD Form 2664 is used for verification, have customer sign for card receipt.

Card Processing Station

Please Remove Card From Card Reader

Cancel
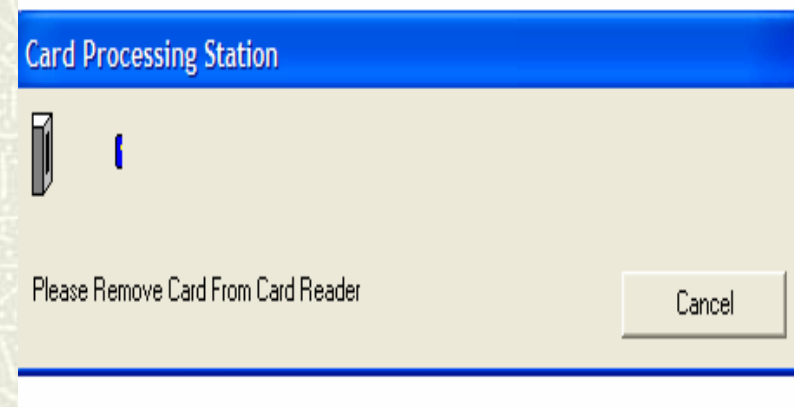
Reset Pin

Click Reset PIN

Ask the customer to enter a 4-digit PIN twice and click OK.

Both PIN numbers have to match each other.

Deposit Cards Issuance

EagleCash Deposit Card
EAGLE CASH

- The "Issue Card" screen appears.

- Type Organization, Location, and SSN.

- In the "Card Usage": The only usage available is Deposit; select that.

- Assign "Expiration Date."

- Select "Issue."

Issue Card

Cardholder Information:

Organization: AAFES
Location: Striker
SSN: 111222333
Card Usage: Deposit

Expiration Date (months):
- Active Duty   17 Months
- Reservist   14 Months
- 13 Months
- Other   24 Months

Issue   Cancel

Cards Issuance (Con't)

■ **Ask customer to enter a new PIN twice and click OK.**

■ **Note: PIN cannot be 'trivial' such as 1111, 1234.**

New 4-digit PIN

New PIN ****

Re-Enter PIN ****

OK Cancel

ECAS Cards

- **The "Issue Card" screen appears.**

- **Type First and Last Name, and SSN.**

- **In the "Card Usage": The only usage available is ECAS; select that.**

- **Assign "Expiration Date."**

- **Select "Issue."**

Issue Card

Cardholder Information:

First Name: Jane

Last Name: Smith

SSN: 222333444

Card Usage: ECAS

Expiration Date (months):
- Active Duty — 17 Months
- Reservist — 14 Months
- (•) 13 Months
- Other — ___ Months

Issue   Cancel

ECAS Cards Issuance (Con't)

- Ask customer to enter a new PIN twice and click OK.

- **Note**: PIN cannot be 'trivial' such as 1111, 1234.

New 4-digit PIN

New PIN _____ xxxx

Re-Enter PIN _____ xxxx

[OK] [Cancel]

Load Monetary Value

- **All programs start from the EC folder.**

- **Select the "Card Processing Station" icon from the EC Screen.**
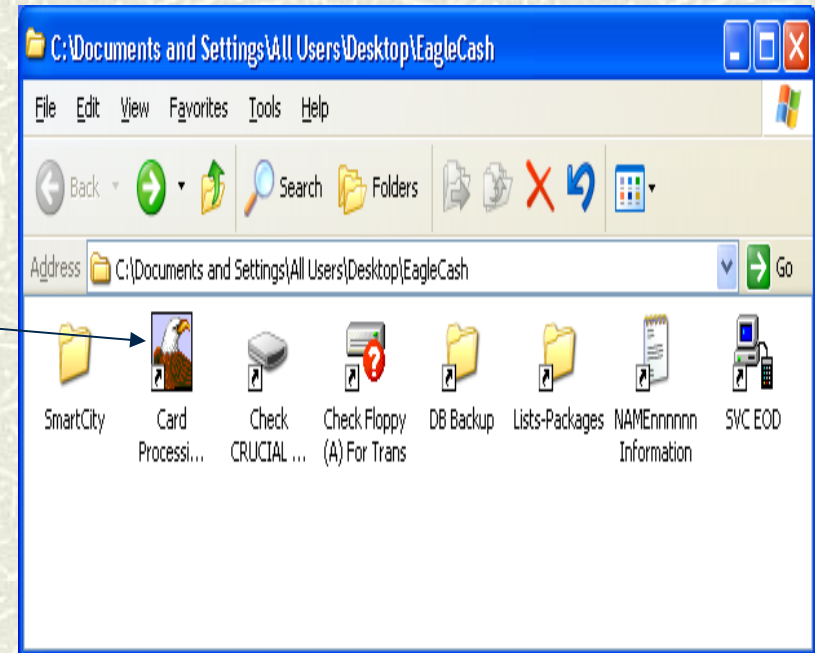
Load Monetary Value (Con't)

⊞ **When prompted, insert EC card into card reader.**

⊞ **Confirm that the customer has signed the DD Form 2887.**
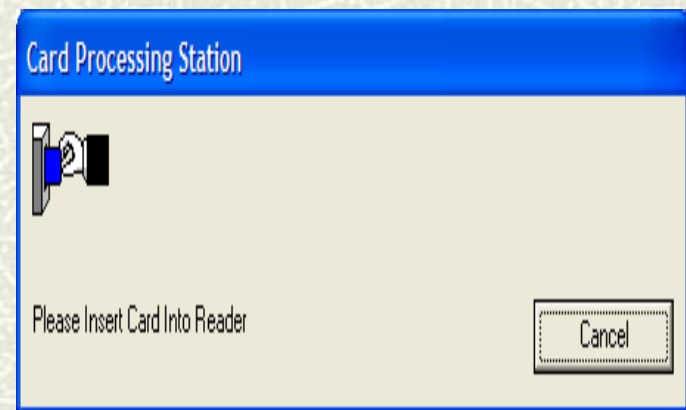
Load Monetary Value (Con't)

- **"Update Card" screen appears. FO can update banking information, reset PIN, or load money to card.**
- **Advance to "Revalue Amount" field and enter amount of funds cardholder wishes to add.**
- **Select appropriate "Tender Type" from drop down menu. Click "Revalue" to load money onto card.**

Update Card

General Information
SSN: 012-34-5689
Full Name: Doe, John
Current Balance: $0.00
Card Usage: Service Member
Current Expiration Date: 03/31/2010   Change...

Cashless Kiosk
Card IS enrolled in Cashless Kiosk program: Update Banking Info

PIN
Use Reset PIN to unlock softlocked cards: Reset PIN...

Revalue
Revalue Amount: 1.00
Tender Type: Cash   ▼   Revalue

                                          Cancel

Load Monetary Value (Con't)

- **"EagleCash Transaction Summary" screen appears.**

- **Transfer each load that you perform to the DDS database.**

- **If the transaction data is correct, select "OK" and remove card from the card reader when prompted.**

Transaction Summary

Tender Type: Cash

Transaction Amount: $100.00

New Purse Balance: $100.00

The transaction details were sent to DDS.

OK

Load Monetary Value (Con't)

⌗ The Card Processing Station screen appears.

⌗ Remove card from card reader.

⌗ Verify new balance with customer using key chain reader.

Card Processing Station

Please Remove Card From Card Reader   Cancel
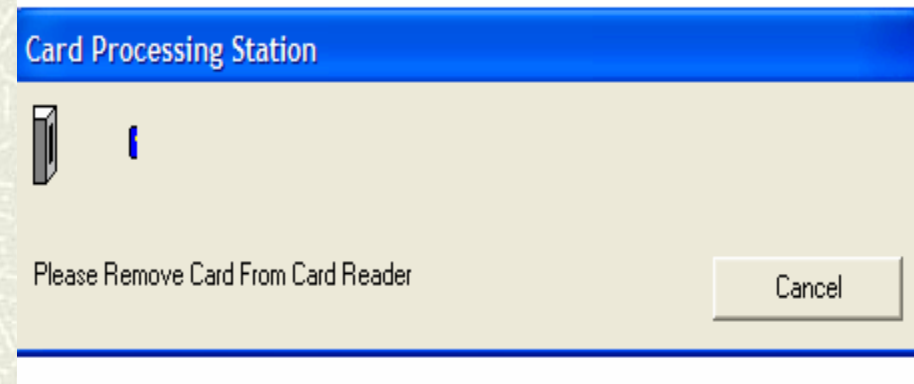
Point-of-Sale Transactions

- Request a photo ID from a cardholder when that cardholder presents an EagleCash card for payment or cash-out compare name printed on EC card to name on photo-ID.

- For an authorized sale, insert the card in the terminal (Eagle facing you). The available balance is briefly displayed, followed by a SALE AMOUNT entry field.

- Type in the amount of sale (dollars and cents, the decimal is automatically included) and touch [**ENTER**] or press **ENTER**. The message displayed is "TOTAL CORRECT?" and the choices [NO] or [YES] are available.

Point-of-Sale Transactions (Con't)

- If the amount is incorrect, touch [**NO**] and type in the amount of sale again and touch [**Enter**]

- The following messages are displayed in turn:
  - *PLEASE WAIT| PROCESSING NOW*
  - *APPROVED|AVAIL BAL (Remaining balance on card)*
  - *PLEASE REMOVE CARD (the terminal will beep)*
  - *A receipt is then printed*.

- Remove the card and return it and the receipt to the cardholder, along with the merchandise purchased.

Merchant's Point-of-Sale Collection

- Confirm that the EC laptop and EC POS terminal are connected to power.
- Connect the end of the Hypercom download cable (HDC) with the RS232 circular 9-pin connector to the EC POS terminal.
- NOTE: The pins are fragile, so be sure to match them to the terminal correctly.

Merchant's Point-of-Sale Collection (Con't)

■ From the desktop, launch EagleCash.

EagleCash

■ Double-click the SVC EOD icon

SVC EOD

■ Click on the Collect Transactions icon
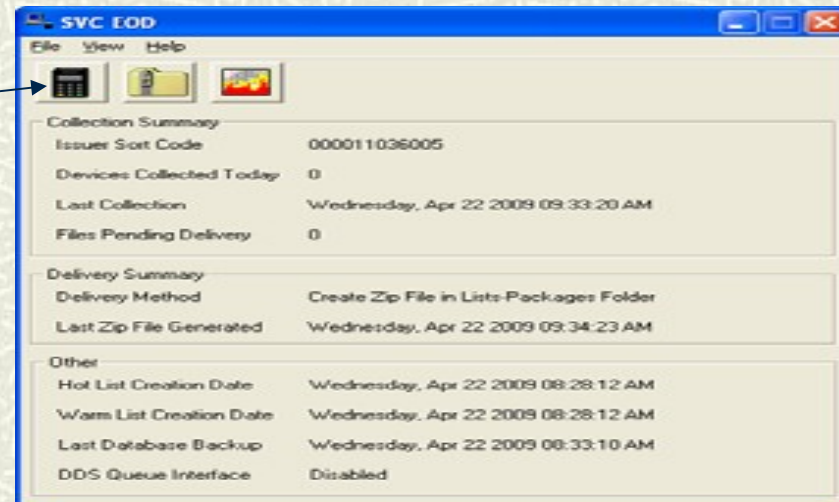
Merchant's Point-of-Sale Collection (Con't)

- The Collect Transactions box is displayed.

- On the EC POS terminal press **BATCH**.

- An ENTER PASSWORD prompt appears, key the password (0000) on the EC POS terminal and press **ENTER**.

- **On the Collect Transactions box, click [OK]. An updated Collect Transactions box is displayed and the POS terminal transactions are transferred to the EC laptop. Once the POS transactions are transferred to EOD, EOD will send the terminal the latest HotList.**

Collect Transactions

Please make sure the Hypercom terminal is properly connected to COM1 and ready to upload transactions, then click OK to begin.

OK   Cancel

Collect Transactions

Please make sure the Hypercom terminal is properly connected to COM1 and ready to upload transactions, then click OK to begin.

OK   Cancel
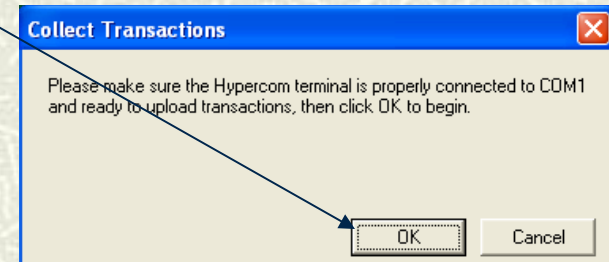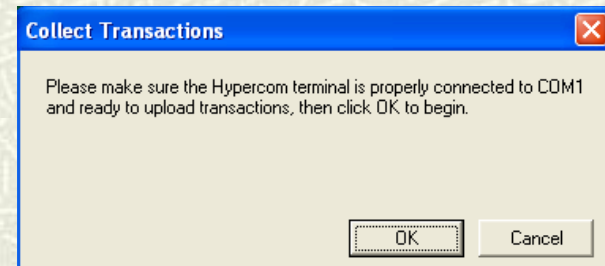
Merchant's Point-of-Sale Collection (Con't)

- Once the POS transactions are transferred to EOD, EOD will send the terminal the latest HotList.

- When the process is complete, click [OK].

- A detail report and a settlement report print from the EC POS terminal confirming the successful transfer.

- The EC POS terminal will display the message "Transaction Complete."
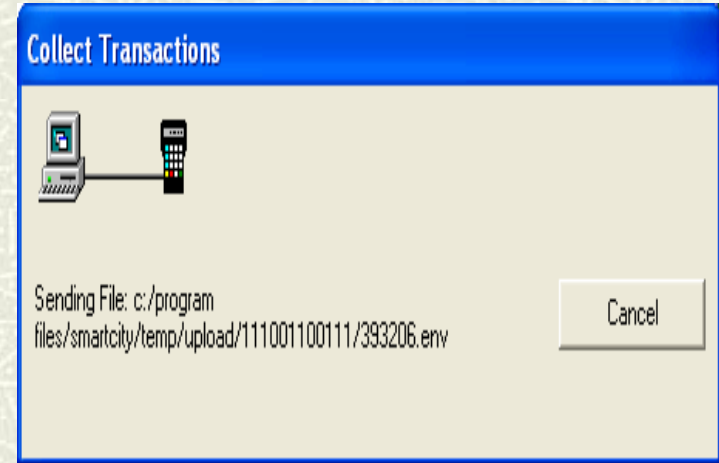
Merchant's Point-of-Sale Collection (Con't)

- An updated Collect Transaction box is displayed on the EC laptop.

- Remove the settlement report from the EC POS terminal and retain with settlement papers.

- Leave the Detail Report on the EC POS terminal as validation that transactions were uploaded and to provide easy reference of the date on which the terminal was loaded with the current HotList.

- The collected transaction files will be added to Files Pending Delivery in SVC EOD.

Collection Summary

Issuer Sort Code	0000110036005
Devices Collected Today	1
Last Collection	Thursday, Jun 7 2007 06:07:40 PM
Files Pending Delivery	1

Unloading Funds from EagleCash Card

⌗ **Three methods:**
- **Currency Exchange**
- **Cash Out**
- **Sections III & IV of Incident Report**

⌗ **Point of Sales (POS) device used to perform these transactions (except sections III & IV).**

Incident Reports

- **Provides information about customer and customer's card.**

- **Electronically filled out by Disbursing Agent (DA).**

- **Sequence number is assigned by DA.**

- **Emailed to FRBB at eagle@bos.frb.org**

EagleCash Incident Report

Section I Finance Office Disbursing Agent

Date: _____ Date Incident Occurred if different: _____ Base: _____

Name of Cardholder: _____ SSN: _____

EC Card #: _____ (last six digits) Lost [ ] Stolen [ ]

Damaged [ ] Other [ ]

FO-DA: _____ DSN: _____

Comments:

*** IMPORTANT***
1. After completing Section I, you need to submit the Incident Report to FRB via email at **eagle@bos.frb.org**.
2. FRB will respond in **48 business hours** after the date the Incident Report is received.
3. After receiving confirmation from FRB, complete either Section III, IV, or V and resubmit Incident Report. This will indicate actions to be taken by FRB to close the EagleCash Incident Report.

Section II Federal Reserve Bank Only

Incident Report #: _____ Received By: _____

Card Balance: _____ Date Received: _____

FRB Comments:

Section III Finance Office Disbursing Agent

New Card Issued (Note: 215 must be completed showing the amount disbursed):

New Card No. _____ (Last six digits) Card Balance: _____

Date of 215: _____ 215 Voucher #: _____

Section IV Finance Office Disbursing Agent

No-new card Issued; cash tendered to Cardholder (Note: 215 must be completed showing the amount disbursed):

Amount: _____

Date of 215: _____ 215 Voucher #: _____

Section V Finance Office Disbursing Agent

Send card balance to Cardholder's bank account; please provide the following:

Name of Bank: _____

Bank routing number (9 digits): _____

Account Number: _____ Savings [ ] Checking [ ]

For assistance please call the EagleCash Customer Service Center:
Monday - Friday, excluding United States Federal holidays
12:30 am - 7:00 pm Eastern Time

Telephone: DSN **312-955-3555** or **877-973-8982**
Email: **eagle@bos.frb.org**

- **Customer's card transaction history is researched by FRBB.**

- **Customer's card is cancelled and Hotlisted".**

- **Maintained at the FM unit in an "Incident Report Binder" along with "Detail Form"**

EagleCash Incident Report

| **Section I Finance Office Disbursing Agent** |

Date: _____ Date Incident Occurred if different: _____ Base: _____

Name of Cardholder: _____ SSN: _____

EC Card #: _____ (last six digits)   Lost [ ]   Stolen [ ]

Damaged [ ]   Other [ ]

FO-DA: _____ DSN: _____

Comments: _____

*** IMPORTANT ***
1. After completing Section I, you need to submit the Incident Report to FRB via email at **eagle@bos.frb.org**.
2. FRB will respond in **48 business hours** after the date the Incident Report is received.
3. After receiving confirmation from FRB, complete either Section III, IV, or V and resubmit Incident Report. This will indicate actions to be taken by FRB to close the EagleCash Incident Report.

| **Section II Federal Reserve Bank Only** |

Incident Report #: _____ Received By: _____

Card Balance: _____ Date Received: _____

FRB Comments: _____

| **Section III Finance Office Disbursing Agent** |

New Card Issued (Note: 215 must be completed showing the amount disbursed):

New Card No. _____ (Last six digits)   Card Balance: _____

Date of 215: _____   215 Voucher #: _____

| **Section IV Finance Office Disbursing Agent** |

No-new card Issued; cash tendered to Cardholder (Note: 215 must be completed showing the amount disbursed):
Amount: _____
Date of 215: _____   215 Voucher #: _____

| **Section V Finance Office Disbursing Agent** |

Send card balance to Cardholder's bank account; please provide the following:

Name of Bank: _____

Bank routing number (9 digits): _____

Account Number: _____ Savings [ ]   Checking [ ]

For assistance please call the EagleCash Customer Service Center:
Monday - Friday, excluding United States Federal holidays
12:30 am - 7:00 pm Eastern Time

Telephone: DSN **312-955-3555** or **877-973-8982**
Email: **eagle@bos.frb.org**

Incident Reports (Con't)

- A "Summary Log" is also maintained at the FM unit in "Incident Report Binder".
- Log is also used to track "Incident Report" and status of payment.
- DA maintains "Summary Log".
- Turnaround is 72-96 hours.

						ECIR Log Summary Eagle Cash						

EIR NO	IMPACT					
	1	2	3	4	SUBMITTED BY	DESCRIPTION	OPENED DATE	O	R	C	CLOSED DATE

Quick Reference for EagleCash Incident Report

Section I (to be completed by Finance Office Disbursing Agent (FO-DA) :
1. **Date:** Today's Date (ex. 05/30/2006)
2. **Date Incident Occurred, if different:** if date the incident took place is different from date it is reported to FO-DA.
3. **Base:** Base where the incident is filed.
4. **Name of Cardholder:** name of the Cardholder Last, First, Middle
5. **SSN:** Cardholder Social Security Number
6. **EC Card #:** Use the last 6 digits of the EagleCash Card (ex. 98746811000001**123456**)
7. **Lost, Stolen, Damaged or Other:** Please select only one (if selecting other, provide additional comments)
8. **Comments:** brief description if needed; required if status of card is "Other".
9. Submit request to **eagle@bos.frb.org** or call DSN 312-955-3555.

Note: before you move forward, you need to obtain authorization from the Federal Reserve Bank of Boston on card balance and status. After you receive authorization, you will need to complete either section III, IV or V and re-submit the Incident Report to close this item.

Section II (to be completed by Federal Reserve Bank of Boston only):
1. FRB will respond with card balance in **48 business hours** after the incident report is submitted. This is to allow transaction on the card to clear.

Section III (needs to be completed if a new EagleCash (EC) Card is issued to the cardholder):
1. **New Card No.:** Use the last 6 digits of the EC Card (ex. 98746811000001**123456**)
2. **Card Balance:** Amount credited to the new EC Card (The amount in Section II authorized by FRB)
3. **Date of 215:** date the 215 was completed, this must be the same date the funds were disbursed
4. **215 Voucher #:** this number is found on the SVC Sales Deposit Ticket Log (follow appropriate 215 procedures)

Note: the funds loaded on to the new card (authorized by FRB) need to be placed on a SVC Sales Deposit Track Sheet and 215 Deposit Ticket.

Section IV (needs to be completed if FO-DA tenders cash):
1. **Cash Tendered to Cardholder in the amount of:** amount paid to cardholder, must match authorization amount from Section II.
2. **Date of 215:** date the 215 was completed, this must be the same date the funds were disbursed
3. **215 Voucher #:** this number is found on the SVC Sales Deposit Ticket Log (follow appropriate 215 procedures)

Note: the funds disbursed (authorized by FRB) need to be placed on a SVC Sales Deposit Track Sheet and 215 Deposit Ticket.

Section V (needs to be completed if card holder's wishes to send balance to their own bank):
1. **Name of Bank:** Cardholder's Name of Bank
2. **Bank routing number 9 digits:** Cardholder's bank's routing number
3. **Account Number:** Cardholder's bank account number, select either Savings or Checking

Note: a 215 is **not** required for this section

For assistance please call the EagleCash Customer Service Center:
Monday – Friday, excluding United States Federal Holidays
12:30 am – 7:00 pm Eastern Time

Telephone: DSN **312-955-3555** or **877-973-8982**
Email: **eagle@bos.frb.org**

End-of-Day Processing

- **The EagleCash end-of-day process consists of the following steps:**

  - **Receive "Hotlist" via AKO/Email from the FRBB and add to the laptop (Cashier & DA).**

  - **Print POS report and upload transactions to the laptop (Cashier).**

  - **Calculate and collect the funds loaded on the FM unit laptop from transaction detail report (Cashier).**

  - **Zip and transmit all files to FRBB. (Cashier & DA).**

HotList Tips

- **Do's**
  - **Upload daily to the laptop (Cancels Card)**
  - **Used for lost, stolen, damaged cards (Incident Report initiated)**
  - **Cannot reactivate, new card must be issued**
- **Don't**
  - **Load residual value**
  - **Allow more than 96 hours to pass before follow-up with FRBB. (Except Saturday/Sunday/Holidays)**

WarmList Tips

⊞ **Do's**
- **Review excel spreadsheet (Kiosk ACH Returns) received from FRBB via AKO.**
- **Customer must provide new account info if original account was closed or does not allow ACH transactions.**
- **In case of NSF, customer will be removed from the list upon collection of owed funds after 4-5 business days.**
- **Verify all banking information is correct.**
- **Instruct Customer card is still available to use with merchants but cannot use a Kiosk.**

⊞ **Don't**
- **ISSUE A NEW CARD.**
- **Initiate an Incident Report.**

HotList/WarmList/Devnames

- **The FM unit receives "HotList/WarmList/Devnames" via AKO or email from FRBB.**

- **Save "HotList/WarmList/Devnames" file to List –Packages folder in the EagleCash folder.**
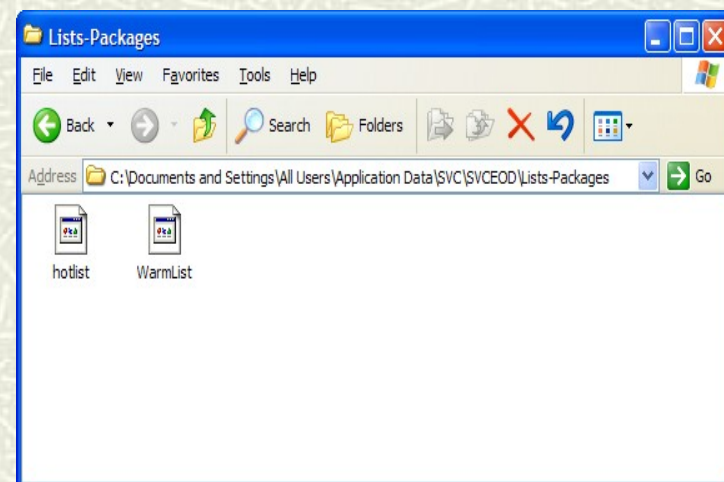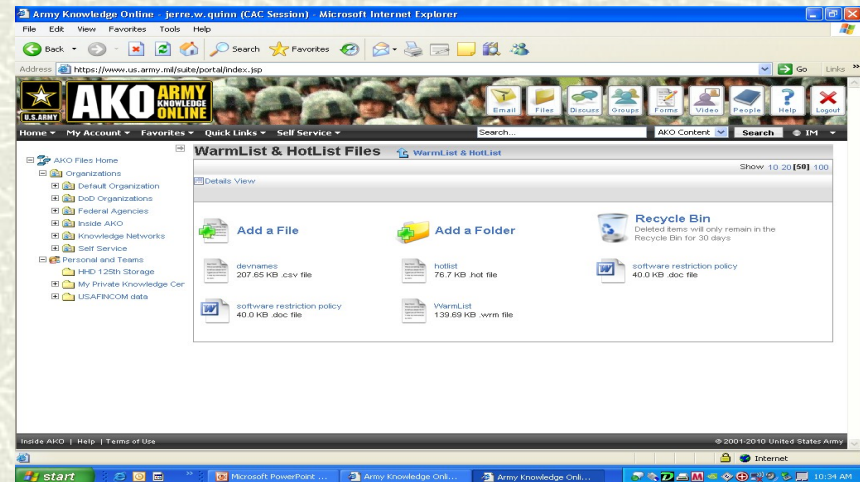
HotList/WarmList/DevNames

⊞ **Open EC folder.**

⊞ **Double click on "SVC EOD" icon.**

⊞ **In "SVC EOD" click on "Get Hotlist" icon.**
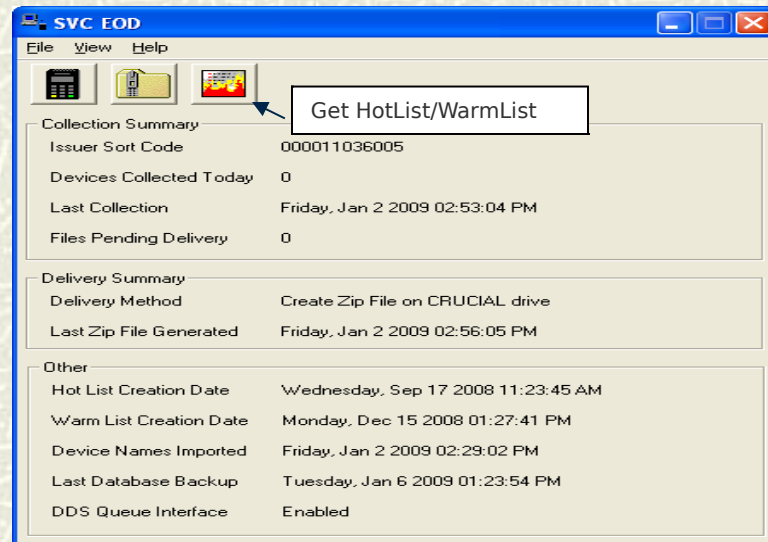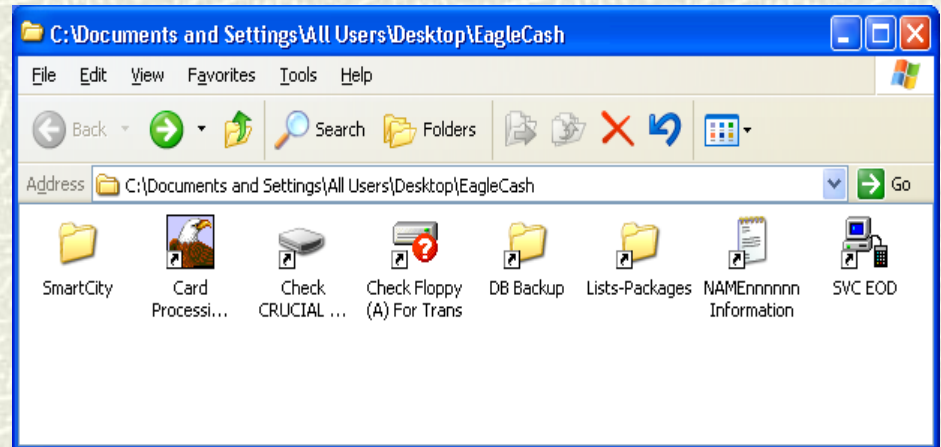
HotList/WarmList/DevNames

🎟 **Once the "Get Hotlist/Warmlist" box appears, highlight the "Lists-Packages Folder" and select "OK".**

Get HotList/WarmList

Please select a drive to search for POS update files (e.g., hotlist.hot, warmlist.wrm). The contents of these files will be delivered to each POS terminal the next time transactions are collected.

CRUCIAL
Floppy
Lists-Packages Folder

OK   Cancel
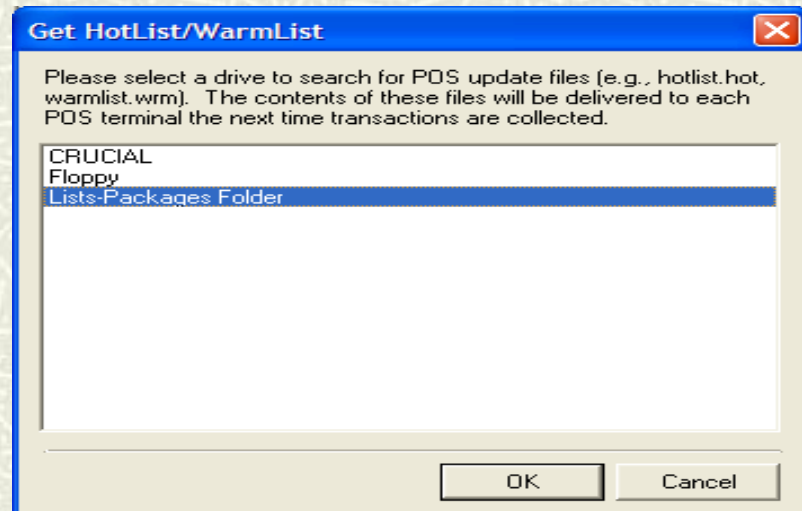
🎟 **The "Get HotList/WarmList" screen appears confirming those files was imported. Click OK.**

Get HotList/WarmList

The following updates were imported:

C:\Documents and Settings\All Users\Application Data\SVC\SVCEOD\Lists-Packages\hotlist.hot
C:\Documents and Settings\All Users\Application Data\SVC\SVCEOD\Lists-Packages\WarmList.wrm

OK
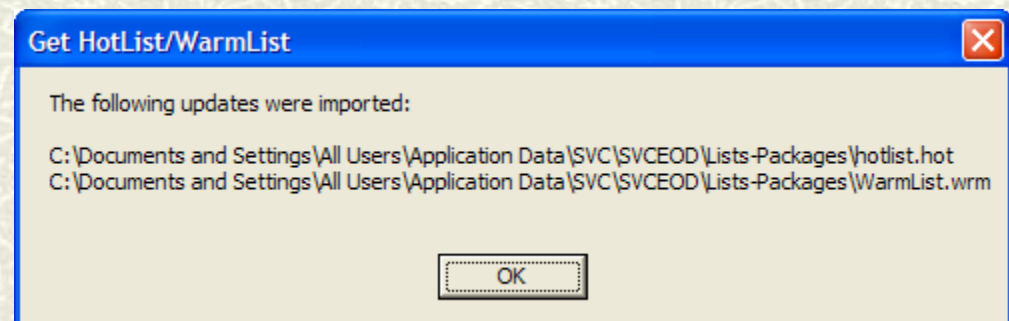
HotList/WarmList/DevNames

■ **The main screen will reflect the creation dates of the imported HotList, WarmList, and DevNames.**

Transfer Issuance File Data

- **This file will only be excuted if you have issued ECC SVC cards. (Follow slides 56-61)**

- **Ensure that properly submit DD Form 2887 along with the issuance file to FRBB.**

- **From the opened EC folder, double click the Card Processing Station icon.**
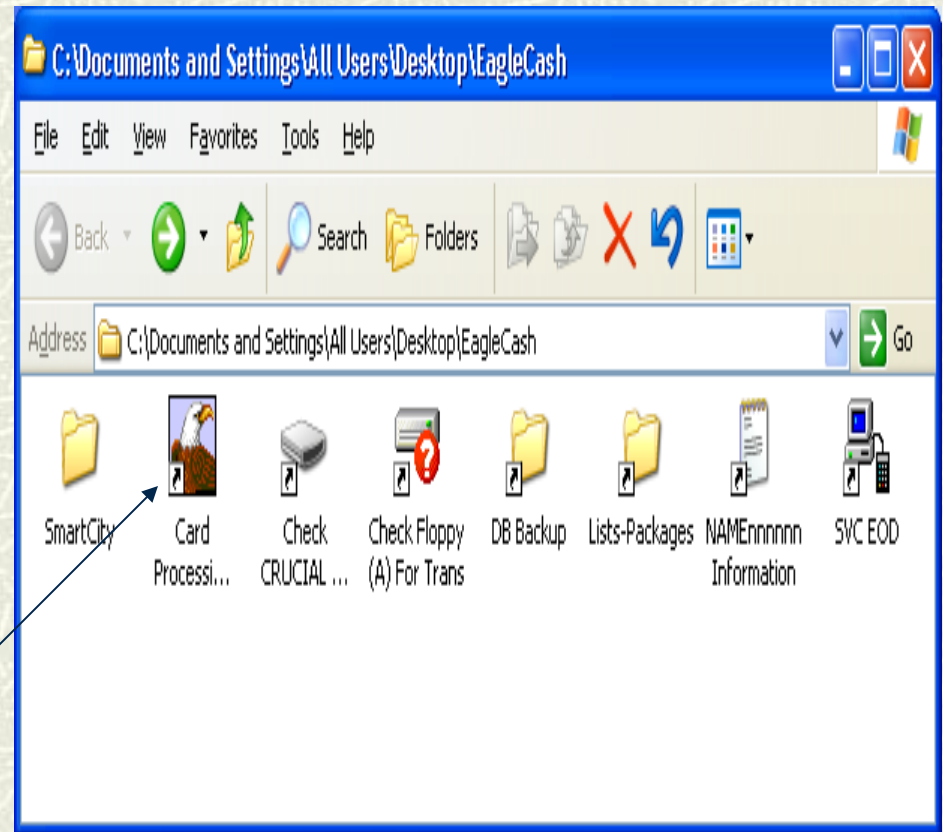
Transfer Issuance File Data (Con't)

⊞ **On the "Insert Card" dialog box select "~~Cancel~~"**
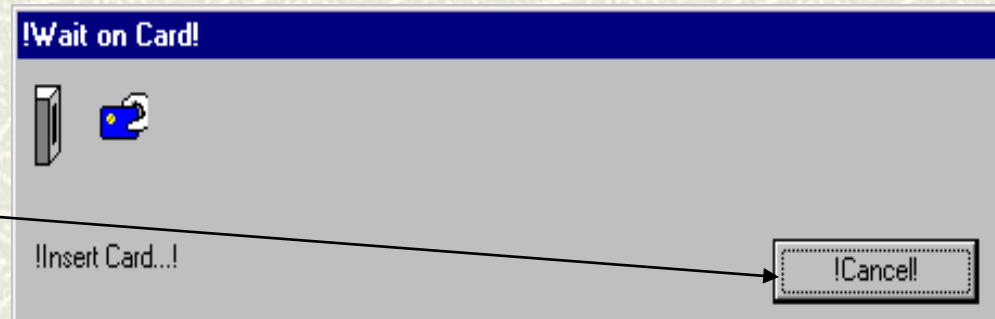
⊞ **On the "Card Processing Station" tool bar select "Tools, Transfer to EOD Application"**

Transfer Issuance File Data (Con't)

⌗ **Ensure "All New Transactions" is selected and then click "OK"**

⌗ **This will upload the "Transaction File" to SVC EOD database and will receive HotList and WarmList from EOD.**

Transfer To End Of Day application ☒

Transfer Transactions to End of Day Application:

Please select which transaction you want to transfer.

◉ All new transactions

○ All transactions (old and new)

○ Transactions Originally Transferred On:
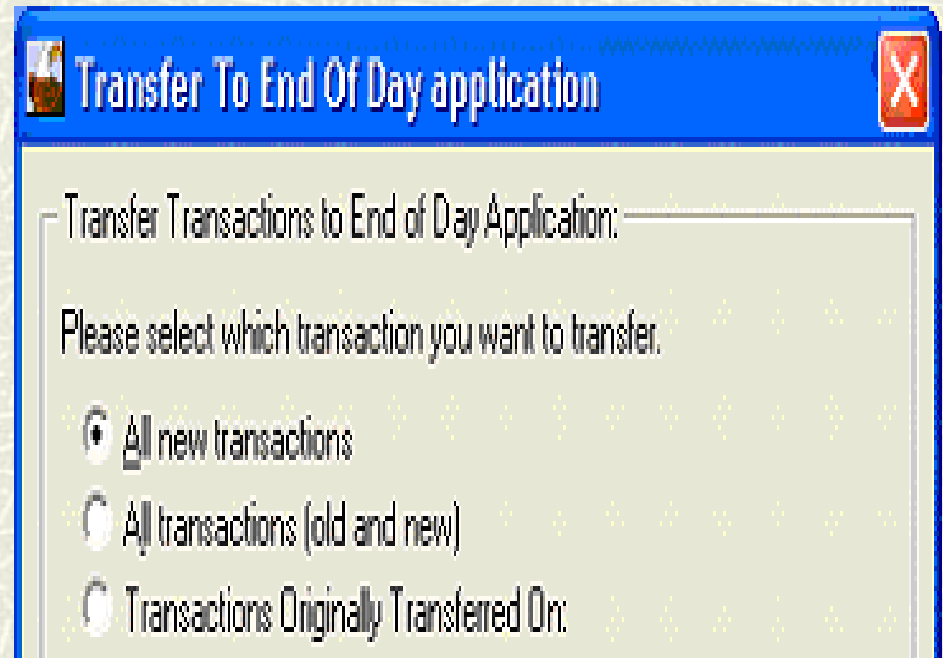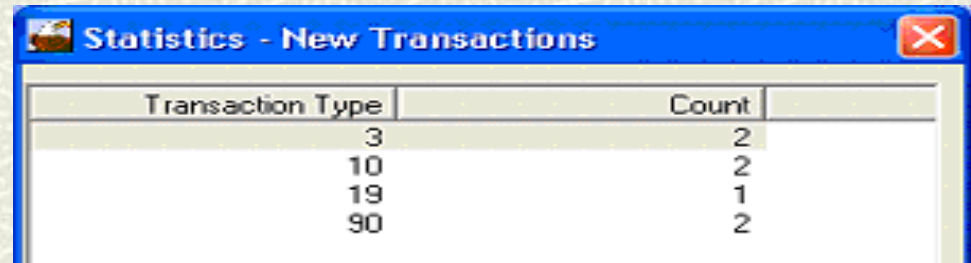
Transfer Issuance File Data (Con't)

Click Statistics before transferring to see the transaction types and the count for each type to be transferred.

Statistics - New Transactions

Transaction Type	Count
3	2
10	2
19	1
90	2

When the "Results" screen appears, collection process is completed. Batch collected sent to DDS.

Results

The following transaction files were generated and uploaded to the End of Day

ata\SVC\Card Processing Station\Temp\0211ED.226 (details sent to DDS)

OK
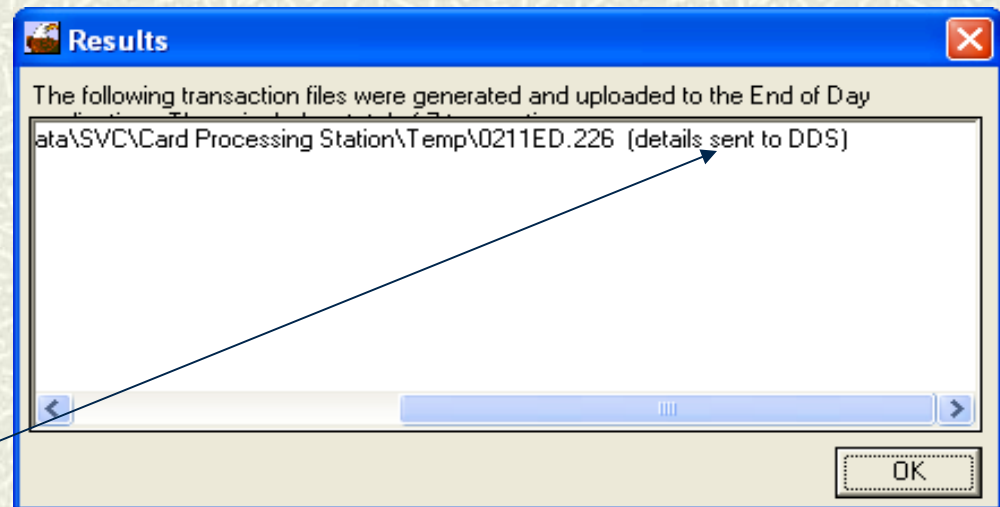
Click the "OK" icon

Transfer Issuance File Data (Con't)

- **On the "Card Processing Station" tool bar select "Reports" then select "Issuance...".**

- **When "Issuance Report" box comes up, the current date should already be identified (if another date is identified or needed, use drop down box to change)**

- **Click "OK"**

Card Processing Station

File   Tools   Reports   Help

Load Transaction Detail ▶
Summary for Expiration Date Change/HotListed...
Issuance...

ACH Enrollment
ACH Update

Issuance Report

Select the Starting Date for the Report: 04/27/2005 ▼

Select the Ending Date for the Report: 04/27/2005 ▼

OK   Cancel
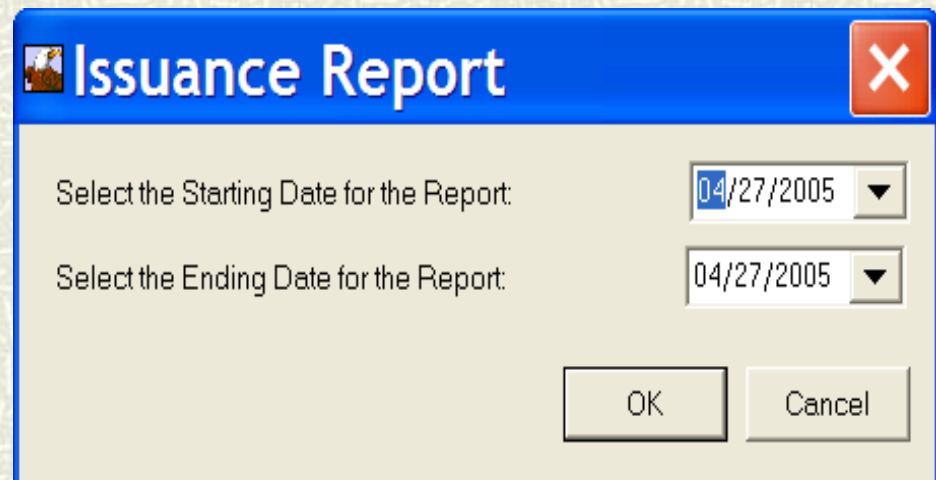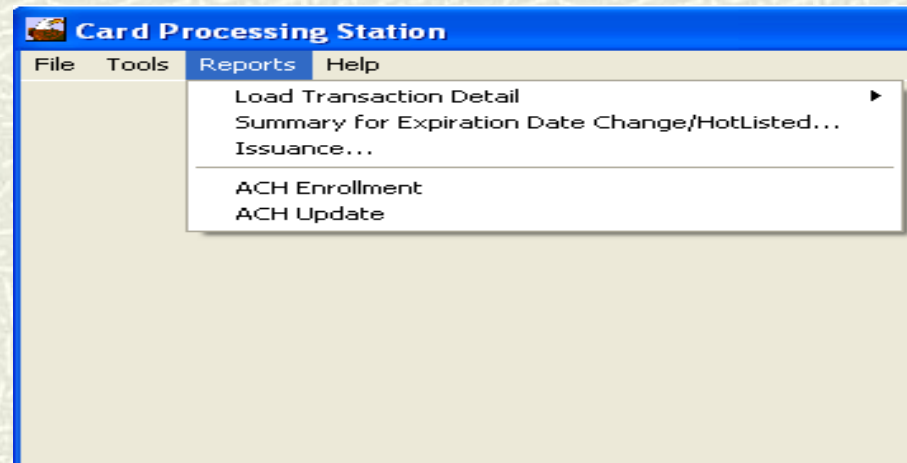
Transfer Issuance File Data (Con't)

 # Issuance Report is exported and then printed for Card Management.

 # To exit, click "X" in upper right corner

Transfer Transactions File to EOD Application (Step 1)

- **On the Point Of Sale (POS) terminal screen, select "Reports" and then "Detail" for a detailed report.**

- **Return to "SVC EOD" program your laptop.**

- **Select the "Collect Transaction" icon.**

SVC EOD

File View Help

Collect Transactions

Collection Summary

Issuer Sort Code   111001100111
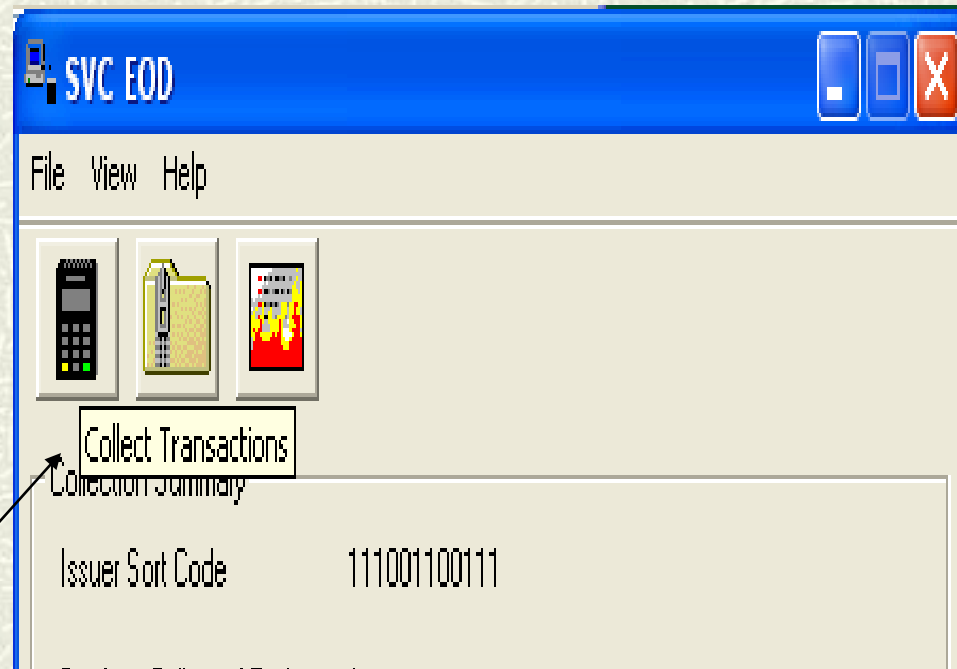
- **Once the "Collect Transactions" icon appears, select "OK" button. Select Sales to be sent to DDS.**

- **On the POS terminal press BATCH. Terminal prompts ENTER PASSWORD. Key 0000. Press ENTER.**

- **The POS terminal will upload transactions to the laptop. Simultaneously, the laptop will download the latest HotList to the terminal. When the process is complete, a Settlement Report prints confirming TERMINAL UPLOADED SUCCESSFULLY**

Collect Transactions

Please make sure the device is properly connected to COM1 and ready to upload transactions, then click OK to begin.

☑ Send Sales Totals to DDS

OK   Cancel

Collect Transactions

Receiving 1-004FB2E2.hostid Bytes: 3584

Cancel
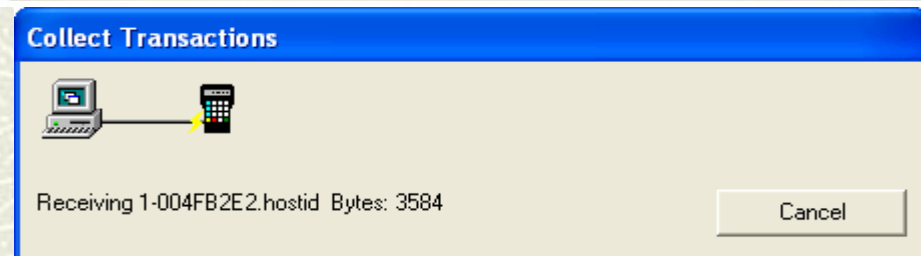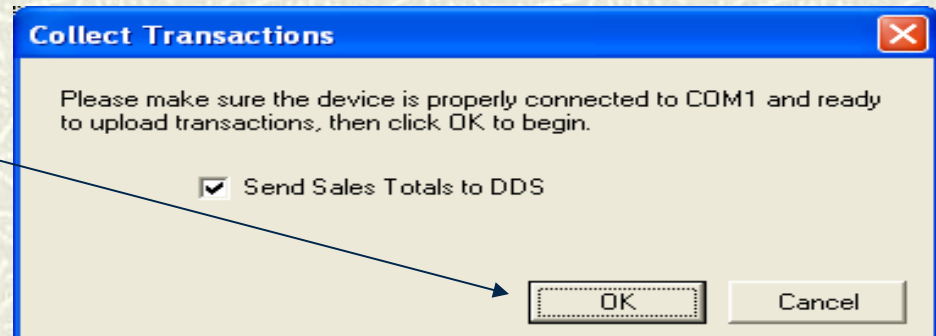
Transfer Transactions File to LOD Application (Step 1 Con't)

⊞ **Wait for the collection process to complete and then press "OK"**

⊞ **Remove the SETTLEMENT REPORT from the terminal and retain with daily business paperwork. Press REPORT and then DETAIL. A new DETAIL REPORT will print showing NO TRANSACTIONS. This Report should be left on the terminal as validation that transactions were uploaded and to provide easy reference of the date on which the terminal was loaded with the HotList.**

Collect Transactions

Process Completed!

The following sales totals for Device 330500 were sent to DDS:

Upload Date: 12/29/2008 2:11:04 PM   #Sales: 593   Total: $5.93

OK
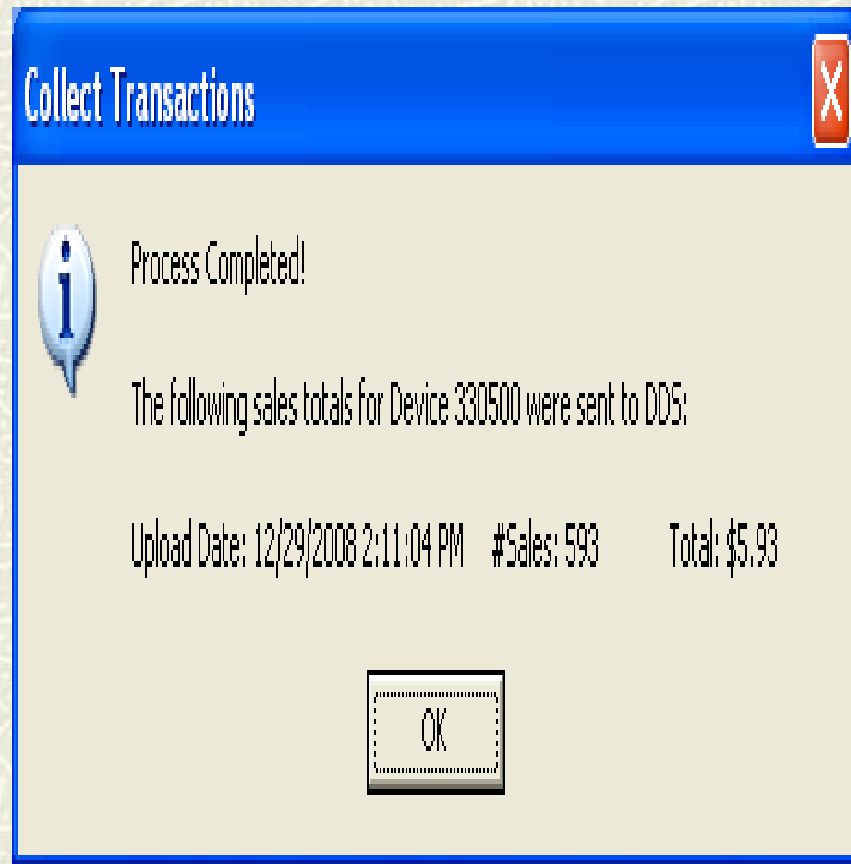
Transfer Transactions File to EOD Application (Step 1 Con't)

- **The main screen will reflect the Collection Summary showing that files have been added to "Files Pending Delivery" in SVC-EOD.**

Collection Summary	
Issuer Sort Code	00001103S005
Devices Collected Today	1
Last Collection	Thursday, Jun 7 2007 06:07:40 PM
Files Pending Delivery	1

Transfer Transactions File to EOD Application (Step 2)

- This report shows all loads for the date range entered. Typically, the date range is for the current date closing.

- From the opened EC folder, double click the Card Processing Station icon.

Transfer Transactions File to EOD Application (Step 2 Con't)

- On the "Insert Card" dialog box select "Cancel"
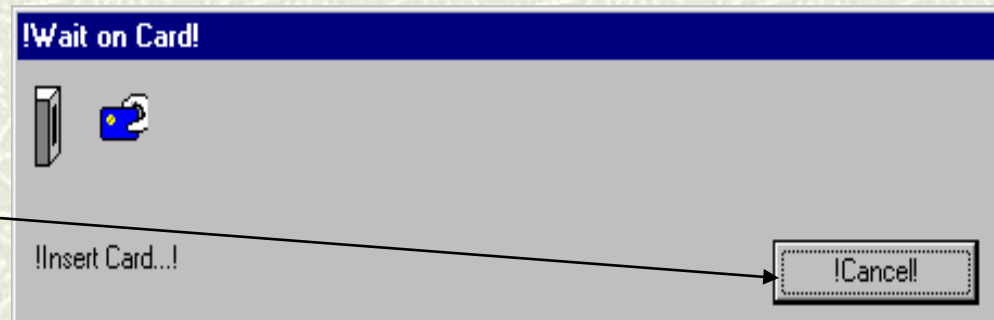
!Wait on Card!

!Insert Card...!   !Cancel!

- On the "Card Processing Station" tool bar select "Tools, Transfer to EOD Application"

Card Processing Station

File   Tools   Reports   Help

Transfer to EOD app...
Backup Database…

Transfer Transactions File to EOD Application (Step 2 Con't)

Ensure "All New Transactions" is selected and then click "OK"

This will upload the "Transaction File" to SVC EOD database and will receive HotList and WarmList from EOD.

Transfer To End Of Day application

Transfer Transactions to End of Day Application:

Please select which transaction you want to transfer.

- ● All new transactions
- ○ All transactions (old and new)
- ○ Transactions Originally Transferred On:
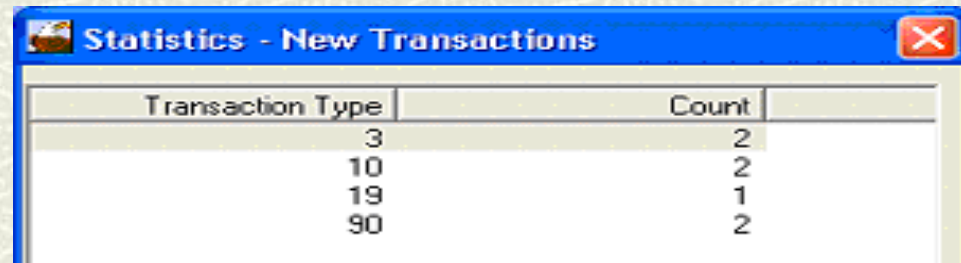
Transfer Transactions File to EOD Application (Step 2 Con't)

- **Click Statistics before transferring to see the transaction types and the count for each type to be transferred.**

- **When the "Results" screen appears, collection process is completed. Batch collected sent to DDS.**

- **Click the "OK" icon**

Statistics - New Transactions

Transaction Type	Count
3	2
10	2
19	1
90	2

Results

The following transaction files were generated and uploaded to the End of Day

ata\SVC\Card Processing Station\Temp\0211ED.226 (details sent to DDS)

OK

Transfer Transactions File to EOD Application (Step 3)

Once you are back to "Card Processing Station" select "Reports" on tool bar.

Select "Load Transaction Detail" and the "All Types".
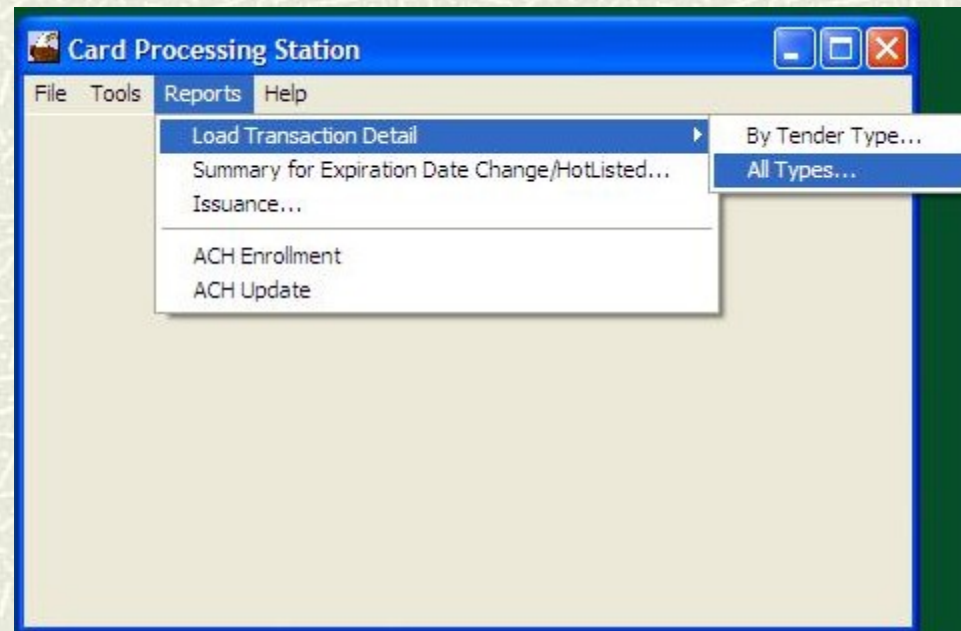
⌗ **When "Load Transaction Detail Report" box comes up, the current date should already be identified (if another date is identified or needed, use drop down box to change).**

⌗ **Click "OK".**

Transfer Transactions File to EOD Application (Step 3 Con't)

⌗ **Load Transaction Detail Report is printed or exported for use in balancing.**

⌗ **To exit, click "X" in upper right corner.**

SVC Card Processing

Load Transaction Detail Report - All Types

3/26/2007 To 3/26/2007

Device 131075

Time of Transaction	Card Number	Amount
3/26/2007 10:34:34AM	1111101100000400247	$350.00
3/26/2007 2:47:28PM	1111101100000400252	$1,000.00

Total Transactions	2	$1,350.00
Average Transaction Amount		$675.00

Transfer Transactions File to EOD Application (Step 4)

- **Select Zip utility icon from "SVC EOD" tool bar.**

- **Select "OK" on "Zip Transaction Files" screen. the transactions will be saved to the "Lists-Packages Folder". .**
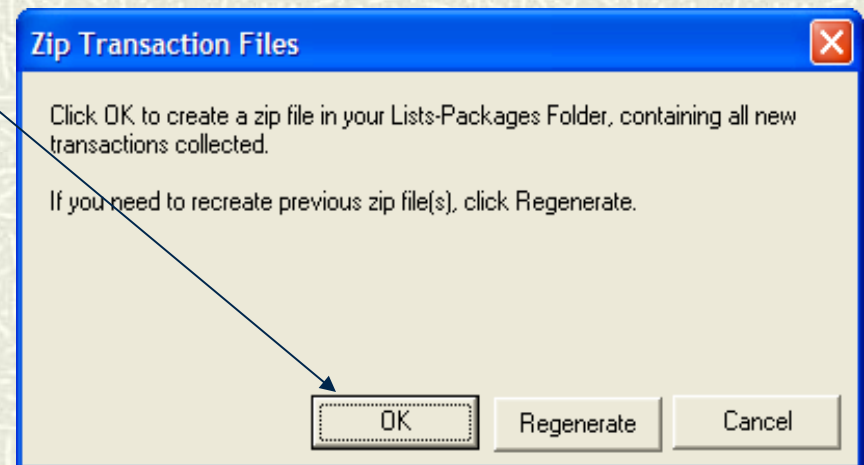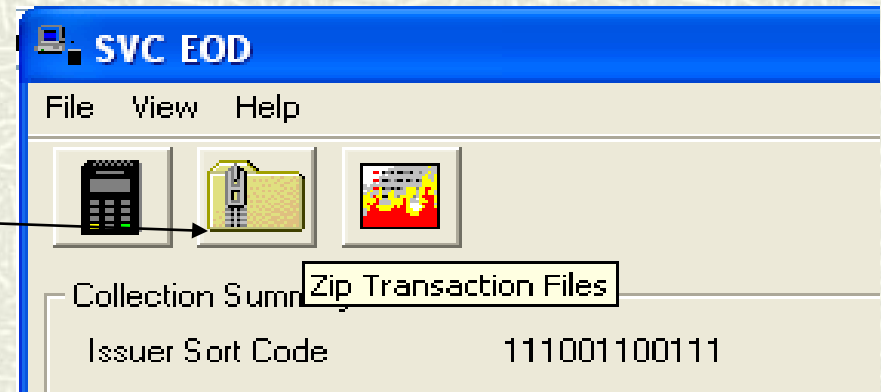
Transfer Transactions File to EOD Application (Step 4 Con't)

When zip process is completed, zip information will show on the screen.

Select "OK".

The file is now ready to be placed on AKO

If AKO is not accessible send file email to FRBB at **eagle@bos.frb.org**

Zip Transaction Files

Transaction files successfully zipped and copied to the destination drive. Please send the following zip file(s) to the Federal Reserve Bank of Boston.

C:\Documents and Settings\All Users\Application Data\SVC\SVCEOD\Lists-Packages\200902\tr-131073-090206-0002.zzz

OK
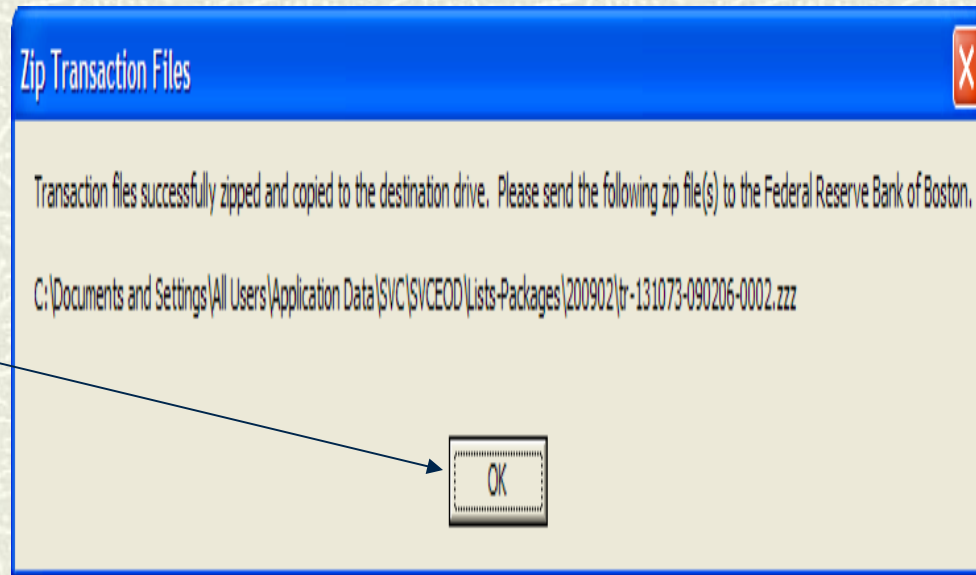
Transfer Transactions File to EOD Application (Step 4 Con't)

- **Open the EC folder**
- **Double click on the "Lists-Packages" icon**
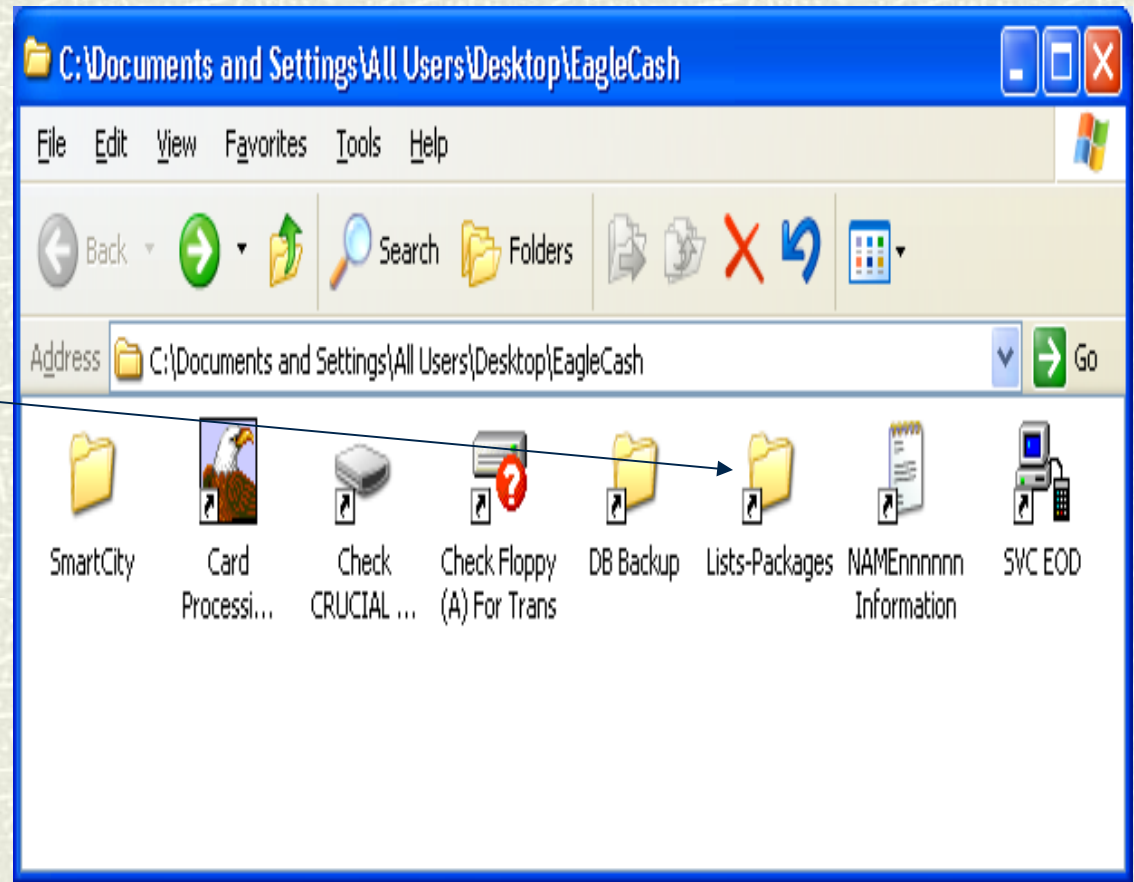
⌗ **Double click on the appropriate folder.**
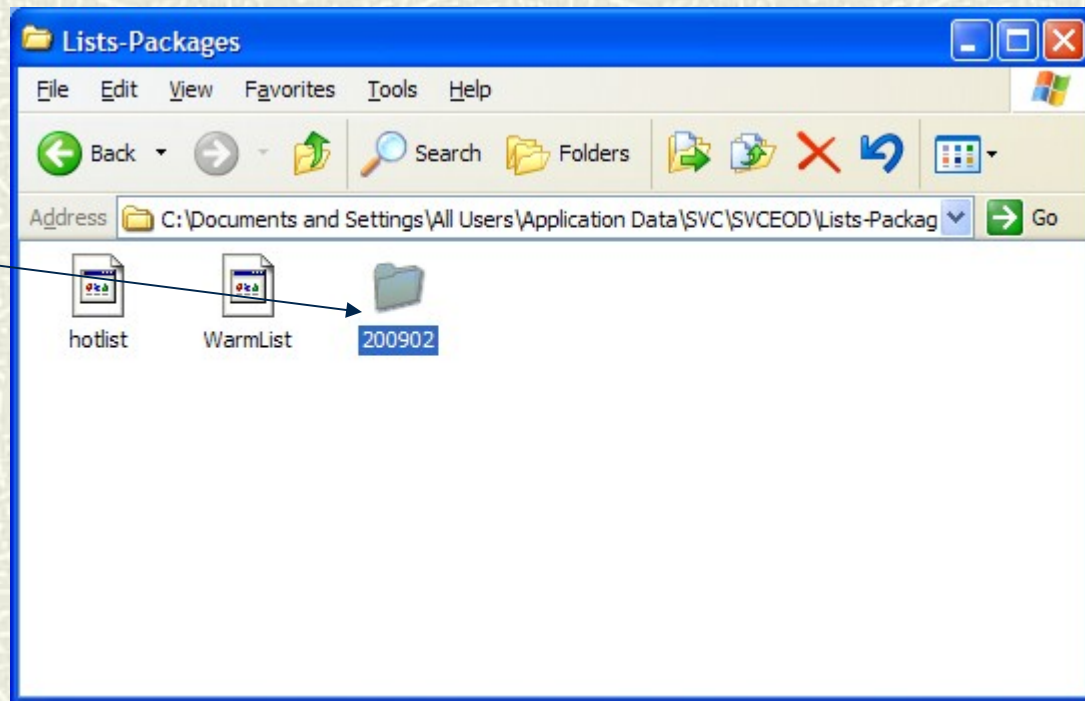
⌗ **Select the appropriate file and e-mail it to eagle@bos.frb.org**

AKO EagleCash Website

AKO Eagle Cash Website (Con't)

- Administrator
- Kiosk ACH Returns
- Hotlist/Warmlist
- Unload Report
- Hardware and Supply Tracking
- DA Form 3161

Laptop to Kiosk Manual Transaction Collection

- Import the updated Hot/Warm list to the laptop prior to retrieving the transactions from the kiosks.

- Ensure that you have the cross over cables (colored red, labeled "cross over cable"), and the Head keys for the kiosk.

- Unlock the Head and pull it open, tilt the head back, remove the shroud covering "connector row", plug the cross over cable into the RJ-45 jack marked LAN.

- Verify the cross over cable is plugged into the RJ-45 jack on the back of the laptop.

- Be sure that SVC-EOD is running on the laptop before commencing the file transmission.

Laptop to Kiosk Manual Transaction Collection (Con't)

⌗ Enter Supervisor mode (19733698) on the kiosk.

⌗ Tap File Transfer, and then tap Transfer. The files should be transferred in one to two minutes and a "Complete" message will be displayed. Note: Make sure to wait until the kiosk states that the transfer was completed before continuing.

⌗ Press Exit to return to the General Use kiosk screen.

⌗ Remove LAN cable from kiosk and install the shroud, lock the head, and take the key.

⌗ Return with the laptop back to the Finance Office.
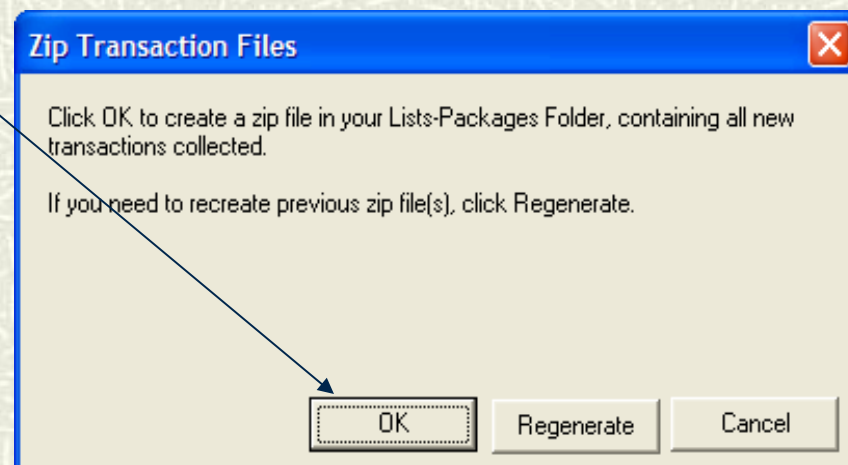
⌗ Open the EagleCash folder.

⌗ Select the SVC EOD icon.

Laptop to Kiosk Manual Transaction Collection (Con't)

- Select Zip utility icon from "SVC EOD" tool bar.

- Select "OK" on "Zip Transaction Files" screen. the transactions will be saved to the "Lists-Packages Folder". .

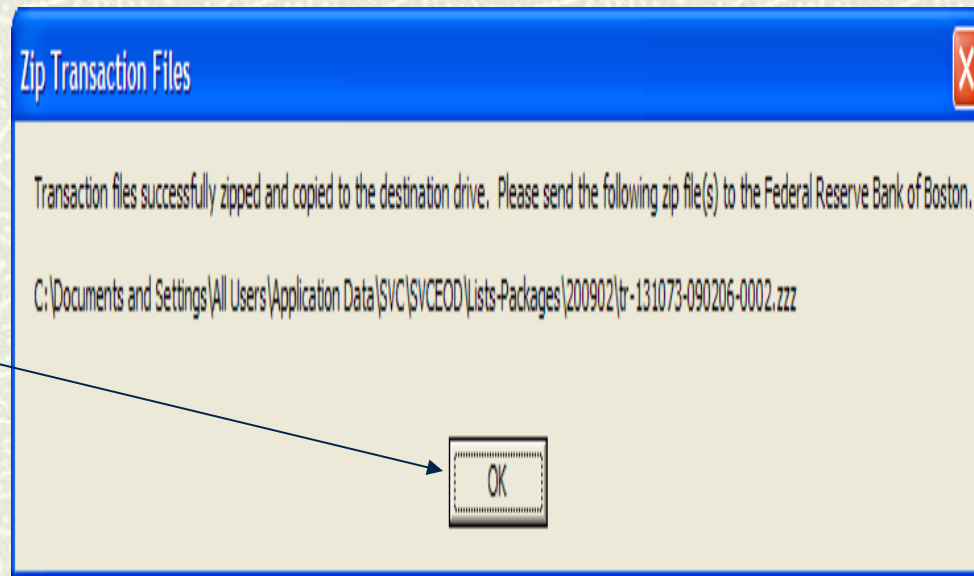# Laptop to Kiosk Manual Transaction Collection (Con't)

- **When zip process is completed, zip information will show on the screen.**

- **Select "OK".**

- **The file is now ready to be placed on AKO**

- **If AKO is not accessible send file email to FRBB at eagle@bos.frb.org**

Zip Transaction Files

Transaction files successfully zipped and copied to the destination drive. Please send the following zip file(s) to the Federal Reserve Bank of Boston.

C:\Documents and Settings\All Users\Application Data\SVC\SVCEOD\Lists-Packages\200902\tr-131073-090206-0002.zzz

OK

Laptop to Kiosk Manual Transaction Collection (Con't)

⌗ **Open the EC folder**
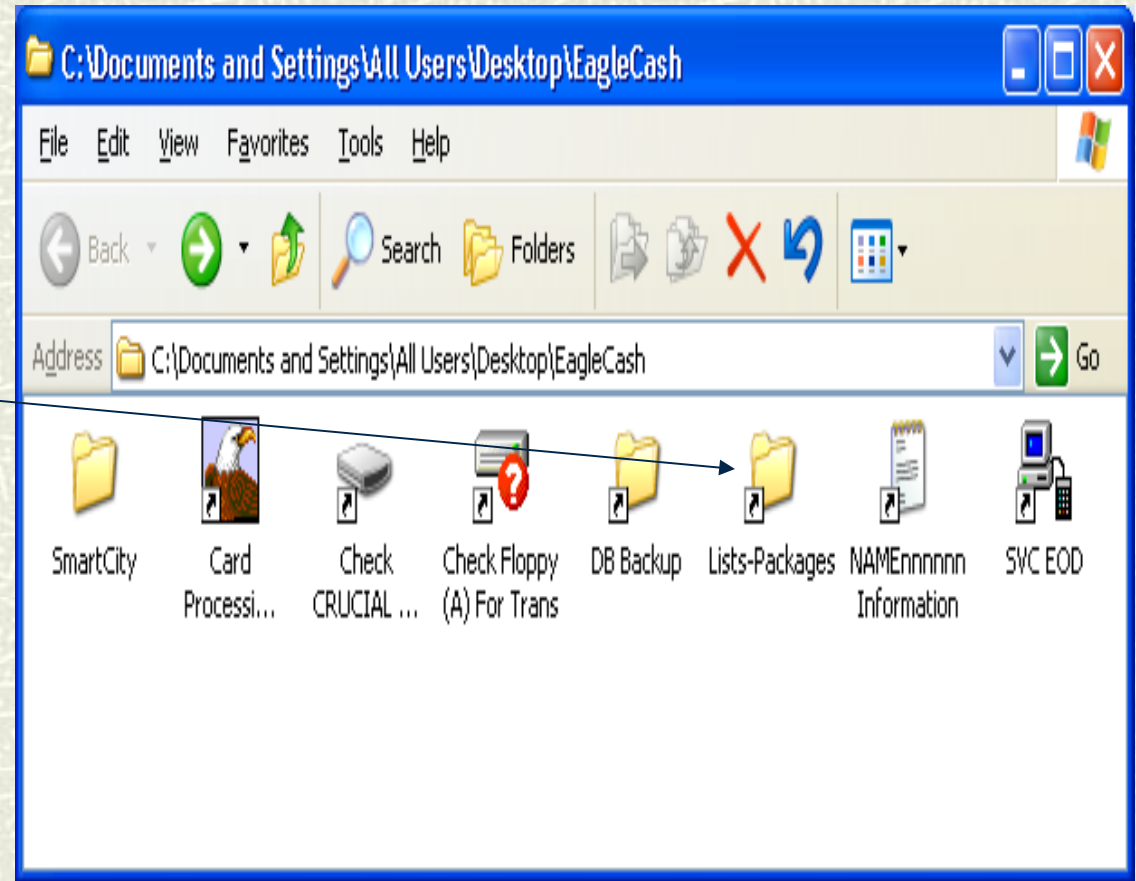
⌗ **Double click on the "Lists-Packages" icon**

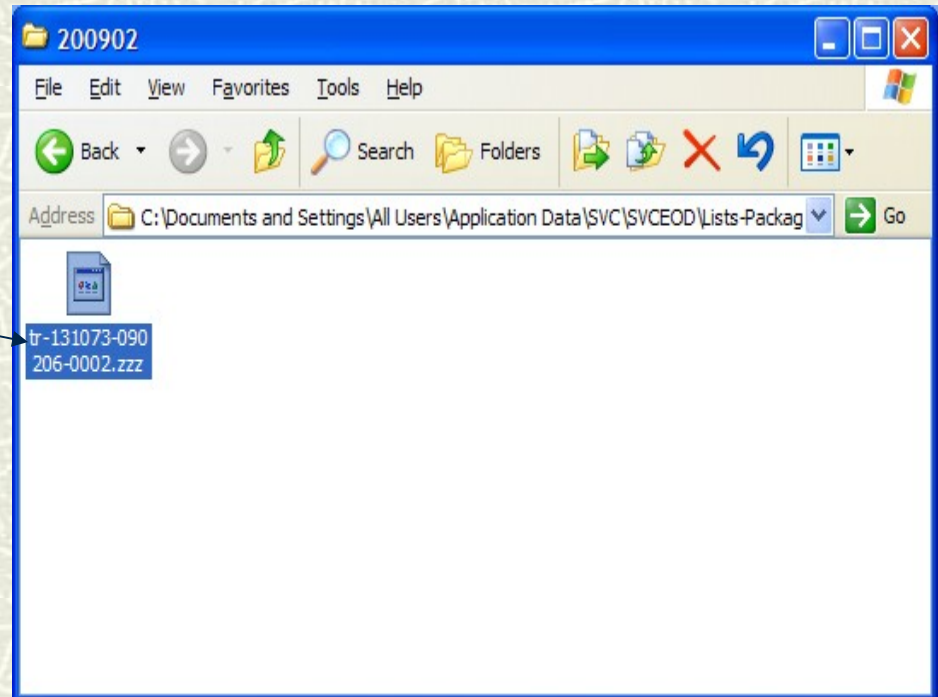**Double click on the appropriate folder.**
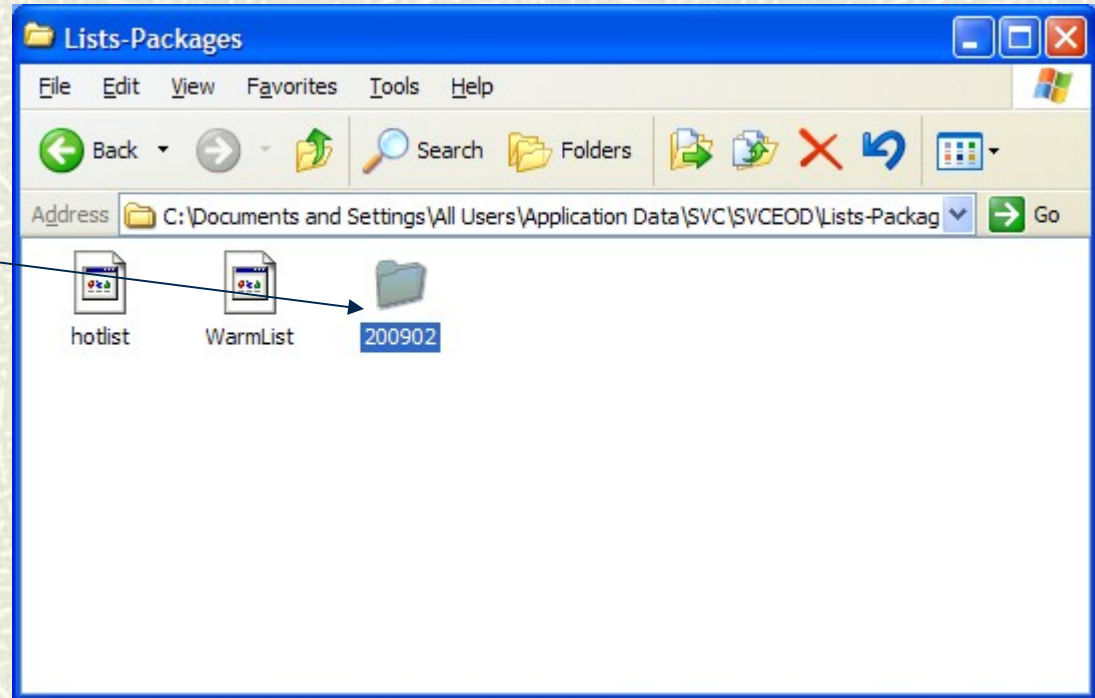
Laptop to Kiosk Manual Transaction Collection (Con't)

♯ **Select the appropriate file and e-mail it to eagle@bos.frb. org**

Kiosk Maintenance

- Wipe and clean the entire screen area.
- Wipe down the exterior
- Dust out the interior section of the Card Reader and Air Vents Power up the kiosk.
- Clean the printer's exterior
- Dust out the interior of the printer.
- Verify that the printer has adequate amount of paper
- Do not use Kiosk keypad unless instructed by FRBB

SVC Form 411

- Process for Supplies and Replacement Parts

- Submit to FRBB in accordance with local policy

EagleCash Equipment Request 411 Form:
Replacement Hardware & Supplies

The purpose of this form is to ensure prompt handling of all requests for all replacement devices and supply requests. Please email your order to **eagle@bos.frb.org**; and include the following in the email subject line: **"Hardware and Supply Requests - (Base name - Type of Vendor)"**

Please fill out the Name and Address of recipient who will receive the supplies

Name:
Address: _____   Date of Request: _____

Army
Air Force
DMPO

Defective / Replacement

Device Number:
Device type: (please check the appropriate boxes)
Hypercom 4000   Finance Office
Hypercom 5500   Post Office
Kiosk   AAFES Army
Laptop   AAFES Airforce
Other Equipment ____ Identify Equipment: ____   Other: _____

Base Name: _____   **Power Source**
Merchant Name: _____   110 V (US)
Facility / Postal Number: _____   220 V
Serial Number of Device: _____   European (round 2-prong)
Description of problem: _____   U. K. / Asia (flat 3-prong)
Are there any transactions on the device: ____

Device Number: Finance Office
Device type: (please check the appropriate boxes)   Post Office
Hypercom 4000   AAFES Army
Hypercom 5500   AAFES Airforce
Kiosk   Other: _____
Laptop
Other Equipment ____ Identify Equipment: ____
Base Name: _____   **Power Source**
Merchant Name: _____   110 V (US)
Facility / Postal Number: _____   220 V
Serial Number of Device: _____   European (round 2-prong)
Description of problem: _____   U. K. / Asia (flat 3-prong)
Are there any transactions on the device: ____
Additional comments:

Supply Request

Location: _____
Merchant Name: _____
Supplies needed: _____

Additional comments:

For questions please contact FRBB Customer Support Center Hours are M - F from 0100 hours - 1900 hours Eastern Time Zone, excluding federal holidays.
Toll-Free 877-973-8982 or **DSN 312-955-3555; Email: eagle@bos.frb.org**
www.fms.treas.gov/eaglecash
Form # FRBB SVC-411   Rev 12/12/2007

FOR OFFICIAL FRBB USE ONLY

Tracking Number: _____   Received By: _____

SVC Form 412

- New hardware
- Submit through appropriate channels
- Acknowledge receipt of equipment
- DA Form 3161
- Post DA Form 3161 to AKO folder

EagleCash Equipment Request 412 Form:
New Hardware

The purpose of this form is to ensure prompt handling of all requests for new devices. Please email your order to **eagle@bos.frb.org;** and state the following in the email subject line: **"New Hardware Requests - (Base name - Type of Vendor)"**

Note: This form is only for use if your base has already completed its initial EagelCash Deployment

Please fill out the Name and Address of recipient who will receive the equipment

Name: _____
Address: _____

Date of Request: _____

Army	
Air Force	
DMPO	

New Hardware (New device / equipment requests require approval from **USAFINCOM or Air Force** and the **US Treasury**.)

Finance Office		AAFES Army		Other: _____
Post Office		AAFES Airforce		

Base Name: _____

(please check the appropriate box)   New customer [____]

*Note : Please check above box if you have **not** participated in the EagleCash program.*

Expansion [____]

Note : Please check above box if you have participated in the EagleCash program and requires additional devices to service your internal customers.

Device type: (please check the appropriate boxes and indicate quantity needed with type of power source)

			Power Source	
Hypercom 4000		Quantity needed		
Hypercom 5500		Quantity needed	110 V (US)	
Other Equipment		Quantity needed	220 V	
Laptop		Quantity needed	European (round 2-prong)	
Kiosk		Quantity needed	U. K. / Asia (flat 3-prong)	
Other Equipment		Quantity needed		

Identify Equipment: _____
Merchant Name: _____
Facility / Postal Number: _____

Additional comments:
_____
_____
_____
_____

For questions please contact FRBB Customer Support Center Hours are M - F from 0100 hours - 1900 hours Eastern Time Zone, excluding federal holidays.

Toll-Free 877-973-8982 or DSN 312-955-3555; Email: eagle@bos.frb.org
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Form # FRBB SVC-412   Rev 12/12/2007

FOR OFFICIAL FRBB USE ONLY

Tracking Number: [____]   Received By: [____]

EagleCash Customer Service Center (CSC)

Hours of Operation
0100 – 1900 hrs ET
Monday through Friday
(excluding Federal Holidays

DSN: (312) 955 – 3555
US Toll Free: 1 – 877 – 973 – 8982
Fax: (617) 973 – 3898
Email: eagle@bos.frb.org

EagleCash kon AKO:
(for the latest SOP, Quick Reference Guides, Bulletines, Newsletters, etc.)
https://www.us.army.mil/suite/page/387344

Questions